

Barcelona Social Inclusion Plan for 2012-2015

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**Quality of Life,
Equality and Sport**

Barcelona Social
Inclusion Plan for
2012-2015

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The 2012-2015 Barcelona Social Inclusion Plan is the result of the joint work of Barcelona City Council and the organizations of Barcelona civil society, coming together in the framework of the Citizens' Agreement for an Inclusive Barcelona (ACBI), together with the Municipal Social Welfare Council and its working groups. The plan was drawn up with the participation of citizens, organizations, municipal technical staff and representatives of all the political groups of Barcelona City Council, under the leadership of the office of the Deputy Mayor and the Department of Quality of Life, Equality and Sport of Barcelona City Council.

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2012-2015 Barcelona Social Inclusion Plan

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Xavier Trias
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My main priority as mayor is to continue to make Barcelona a city of people and for people. A city that leaves no one behind, especially in these difficult times. A city that takes care of its most vulnerable groups and that fights to prevent social fracture. This is my firm commitment and this is the will of the current team of the municipal government.

The impact of the economic crisis on the quality of life of Barcelona's residents demands rapid, efficient and united responses from us, via the authorities and civil society, under the leadership of the City Council.

Above all, the crisis demands prevention and anticipation. Because many people and families are living in situations of poverty that are not structural. Not only are we seeing an increase in the vulnerability of population sectors that were already below the poverty threshold, but these are now joined by families and individuals not previously at risk of exclusion, because some or all the members are unemployed.

As a result of our commitment, we present the 2012-2015 Barcelona Social Inclusion Plan. A plan that was the result of a wide-ranging process of participation, in the framework of the Citizens' Agreement for an Inclusive Barcelona, with the involvement of organizations from the tertiary sector, with the Social Welfare Council and the professionals of the different departments of Barcelona City Council.

I am fully convinced that Barcelona has the strength and the potential to overcome these difficult moments. We have active and supportive citizens, with a rich fabric of associations, who want to take part in the daily life of the city, and a capable, professional and committed city council.

I have no doubt that this plan, which will be carried out with the involvement of civil society and the organizations of the tertiary sector, will be a highly valuable tool for improving the quality of life of the people of Barcelona, by reducing social inequality and achieving equal opportunities. It is an authentic city plan to make Barcelona a more inclusive and cohesive city.

**Quality of Life,
Equality and Sport**

Barcelona Social
Inclusion Plan for
2012-2015

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Barcelona is and has been a reference in inclusion policies. Nevertheless, the economic situation of Europe today is having a considerable effect on the different social groups of the city, particularly among the most vulnerable. In this context, Barcelona needs to address the important challenges it faces by leveraging its assets, strengths and potential.

The 2012-2015 Barcelona Social Inclusion Plan has thus been designed to be the main instrument for formulating a comprehensive, unified and effective response from the whole city – as opposed to solely from the City Council. Its aim is to set new goals and innovative strategic lines for the future, in addition to specific actions to meet short-term needs effectively. It is also the basic municipal instrument for building an inclusive and cohesive city.

It was drawn up in a broad framework and a rich participative process that has culminated in a document that sets out 88 objectives and 183 actions.

The resulting document has two parts: the first develops the conceptual framework and makes a diagnosis of the city's current situation, while the second sets out the guiding principles of the inclusion policy, defines its strategic lines and details the necessary actions to be carried out. The document also specifies the tools and instruments that will be used to build this cohesive city and details the procedure for implementing the Plan's actions across the city. Lastly, it describes the strategy that will be adopted for roll-out and monitoring.

The almost 90 objectives of the Plan are grouped into four strategic lines, which cover the actions to be carried out by the Council overall (lines I and II), the actions relating to Quality of Life, Equality and Sport (line III).

The plan contains a fourth strategic line (line IV) proposed by the Citizens' Agreement for an Inclusive Barcelona, with objectives and actions that will be carried out by civil society, particularly by the tertiary sector of social action. Thus, the plan becomes fully part of the city, as it brings together municipal actions and actions of the tertiary sector, and is an exercise of joint responsibility and mutual commitment between the city council and civil society, rolling out a shared strategy that will make it possible to successfully take on the challenges of inclusion. The Citizen Agreement for an Inclusive Barcelona is particularly relevant as a point of reference and constitutes a key partner in the shared definition of the strategy to implement the Plan.

The proposals contained in this document aim to consolidate Barcelona as a city committed to the defence of the rights of its citizens, to the fight against social inequality and in favour of effective equal opportunities.

Barcelona Social Inclusion Plan for 2012-2015

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Context and Diagnosis Part I



INTRODUCTION

Barcelona is a city well known for the social cohesion of its residents and for the awareness among its institutions that this is key to quality of life here. The current government is committed to ensuring that Barcelona remains an example of a cohesive city while addressing today's challenges.

The impact of the economic crisis on the quality of life of Barcelona's residents is such that it will require a united response from local authorities and civil society – under the coordination of the City Council – if we are to maintain social cohesion and prevent social breakdown.

Many quality-of-life indicators have been adversely affected by this crisis, the impact of which is particularly evident among groups such as children. We are also seeing an increase in the vulnerability of population sectors that were already below the poverty threshold, which are now joined by families and individuals not previously at risk of exclusion.

In this context, Barcelona needs to address the important challenges it faces by leveraging its assets, strengths and potential, bearing in mind that only the city itself can be held accountable for its success or failure. Barcelona has powerful assets and effective instruments of action to address these future challenges:

"A local government formed by professionals with an extensive track record, which manages facilities and resources for social inclusion in all of its neighbourhoods.

"A large network of quality social associations organised through networks of participation and social representation.

"The civic, charitable and proactive

character of the citizens of Barcelona.

The Barcelona Social Inclusion Plan for 2012-2015 seeks to structure the sectoral and regional policies that will guarantee the provision of services for the inclusion of citizens. Hence, it has been designed to be the main instrument for formulating a comprehensive, unified and effective response from the whole city – as opposed to solely from the City Council. Its aim is to set new goals and innovative strategic lines for the future, in addition to specific actions to meet short-term needs effectively. It is also the basic municipal instrument for building an inclusive and cohesive city.

On 10 November 2011, the City Government passed a resolution on the Social Inclusion Plan for 2012-2015. This was followed by an inclusive participatory process that led to the reworking of the document with input from the whole of civil society. This process involved the Municipal Council for Social Welfare, the Citizen Agreement for an Inclusive Barcelona and the staff of several municipal departments, most notably the Department of Quality of Life, Equality and Sport.

The Plan is the result of an extensive and productive consultation process. It contains more than 88 objectives and 191 actions requiring the participation of the entire City Council, associations, the general public and other authorities whose cooperation is key.

The resulting document has two parts: the first develops the conceptual framework and makes a diagnosis of the city's current situation, while the se

The Barcelona Social Inclusion Plan for 2012-2015 seeks to structure the sectoral and regional policies that will guarantee the provision of services for the inclusion of citizens.

cond sets out the guiding principles of the inclusion policy, defines its strategic lines and details the necessary actions. The document also specifies the tools and instruments that will be used to build this cohesive city and details the procedure for implementing the Plan's actions across the city. Lastly, it describes the strategy that will be adopted for roll-out and monitoring.

The 88 objectives of the Plan are grouped into four strategic lines, which cover the actions to be carried out by the Council overall (lines I and II), the actions relating to Quality of Life, Equality and Sport (line III), which form the bulk of the actions, and social actions, which will be channelled through the Citizen Agreement for an Inclusive

Barcelona (line IV). The Plan outlines a roadmap with a specific time horizon, 2015, and includes the launch of new strategies. This roadmap will be valid from 2012 to 2015, after which time an assessment will be made and, if necessary, new proposals must be formulated or existing ones extended. The Citizen Agreement for an Inclusive Barcelona is particularly relevant as a point of reference and constitutes a key partner in the shared definition of the strategy to implement the Plan.

A special consensus was required to draft the proposals in this document and the same consensus will be needed for their application.



1. SOCIAL INCLUSION IN CONTEXT

1.1. Conceptual framework

Social inclusion policy is a part of social policy, so it needs to be defined within the context of the social issues affecting the city. It should be noted that social problems are adaptive in nature;¹ in other words, they do not respond to any particular logic and cannot be solved by technical solutions alone.

Adaptive problems are often ill-defined, involve complex challenges and demand hitherto unknown solutions that necessitate a learning period.

A prime example of an adaptive problem is the eradication of the social phenomenon of homelessness. This challenge is adaptive because it is ill-defined, finding the ideal solution is problematic, and because the answer requires us to join forces and take joint action with the many stakeholders affected by the phenomenon. Hence, we need to work together to come up with an innovative solution that we can implement as a group while avoiding situations that could lead to new cases of homelessness.

Once we realise that social inclusion is a social – and hence, adaptive – issue, we can start to deal with the root of the problem. Defining the concept of social inclusion – and exclusion – is a complex task that can give rise to many viewpoints and issues for debate. In this document, social exclusion is taken to mean a process of social disin-

tegration whereby a vulnerable person or group suffers from greater inequalities than the reference community in one or more areas of inclusion.

The concept of social exclusion defines inequalities beyond strictly economic aspects and incorporates the recent and current changes to our society in an effort to capture the changing and multi-dimensional nature of social problems, often described as poverty. In other words, the term is not used to refer exclusively to severely marginalised groups or to extreme forms of disadvantage like homelessness; rather, the concept can be applied to other phenomena.

The definition is broad: we are referring to that significant proportion of the population that faces a combination of disadvantages with varying degrees of significance, from unemployment to the obligation of caring for a dependent family member. Social exclusion is considered to emerge in eight areas:

Main areas in which the dynamics of exclusion may emerge and the main factors affecting each one

| | | | |
|---|--|---|--|
| Economic: relative poverty | Labour: unemployment, job uncertainty | Residential: unaffordable housing, homelessness, informal settlements | Education: illiteracy, inadequate education |
| Social and health care: frailty in old age, disability, diseases with social risk | Relational: weakened family and community networks | Citizenship: poor exercise of civil and political rights | Cultural: digital illiteracy, inequality of access to cultural capital |

¹Ronald A. Heifetz, John V. Kania, Mark Kramer, "Leading boldly" in: Journal of Social Innovation, Stanford, Winter 2004.

1.2. Current crisis

The new Barcelona Social Inclusion Plan for 2012-2015 will be implemented at a time of recession and global economic crisis, during which we will need to question how we operate and ask ourselves whether we are doing things in the best possible way or whether we could improve. We may find some procedures effective, efficient and of the required standard, but we may have to revise others.

We will need to work on creating quality services in order to address the economic situation as best we can. This crisis is deepening social inequalities, even in "developed" societies such as ours, bringing about the general impoverishment of the middle classes and increasing the vulnerability of our citizens, driving people from all ranks of society into exclusion. In recent years, and particularly since 2008, the social services of several local authorities have detected a new profile of individual requiring help. Barcelona is one of those councils.

Very often, these are people who were previously in a stable situation but, since the outbreak of the crisis, they have suddenly found themselves in need because of debts that exceed their ability to pay. For example, a large number

We will need to work on creating quality services in order to address the economic situation as best we can.

of families who previously had a regular, stable income and social situation have found themselves in vulnerable situations, usually due to job loss. Hence, the services we offer to combat social exclusion and poverty need to be adapted to these new profiles because they very often have different requirements and needs to previous profiles. While an ad hoc intervention plan is sometimes necessary (in the case of evictions, for example), at other times, we simply need to impro-

ve the quality of the information we provide, because the users are asking for information and advice rather than financial aid. This is true of families who are unaware of the inclusion services available to them.

The most vulnerable groups of society have also seen an increase in the obstacles to improving their quality of life and, hence, to embarking on processes of social inclusion.

In this respect, the importance of social inclusion efforts already under way has grown. A revision of the model of public policies is now more urgent than ever if we are to make them more efficient and capable of dealing with the different profiles requesting help. There are still significant challenges to social inclusion despite the efforts of various government authorities, including, in the specific case of Barcelona, the implementation of the Municipal Social Inclusion Plan for 2005-2010, which was a step forward in municipal social policy.

Barcelona's actions to promote social inclusion have taken place in the context of the programmes that it has implemented over the years. These include: a) the Municipal Social Inclusion Plan for 2005-2010 and the current one; b) the series of programmes implementing the latter; c) networking and participative working methods; d) the basic social services model; and e) mainstreaming in other areas of public policy.

1.3. Social inclusion, a key part of European Union social policy

The powers of the European Union in relation to inclusion date back to 1997 with the adoption of the Amsterdam Treaty, which incorporated social exclusion as an area to be addressed through social policy. Three years later, in March 2000, the European Council adopted the Lisbon Strategy, the main aim of which is to achieve greater social cohesion. Since then, the EU has worked actively on inclusion, taking on new commitments, monitoring the changing contexts, and creating instruments and policies for action with the aim of creating an integrated, cohesive and inclusive Europe.

Relevant policies include the entry into force of the EU Charter of Fundamental Rights in December 2009, with the ratification of the Lisbon Treaty by the 27 EU Member States. An overview of the EU's work on social inclusion now follows, with particular emphasis on the initiatives adopted to tackle the economic crisis and its main instrument for social policy: the Europe 2020 strategy.

1.3.1. The open method of coordination for achieving social inclusion together

The open method of coordination (OMC) is an instrument created by the European Council to define a space for cooperation, networking and the exchange of experiences between the diverse stakeholders working to improve social inclusion. The OMC sets common objectives and indicators based on a shared measurement system to allow for comparisons and learning from the different experiences around Europe.

The OMC instrument is based on the notion that social inclusion policies should be formulated with a participatory element. The drafting of a social inclusion plan with the participation of stakeholders is, in fact, the first inclusive measure of this instrument.

1.3.2. European Year for Combating Poverty and Social Exclusion (2010) and European Year for Active Ageing and Solidarity between Generations (2012)

In 2008, the European Parliament and the Council agreed to declare 2010 European Year for Combating Poverty and Social Exclusion. In doing so, the EU reaffirmed its commitment to eradicating exclusion with an initiative designed to inform the citizens of Europe of the current situation and to act as a voice for people at risk.

The EU also declared 2012 European Year for Active Ageing and Solidarity between Generations in order to stimulate the introduction of policies to promote active ageing and intergenerational solidarity between Member States and the different levels of local government, in collaboration with the diverse stakeholders and civil society.

Barcelona City Council joined in with this celebration as a way of underlining its commitment to building a city for all ages that addresses the vulnerabilities of the life cycle of individuals in society and to creating an age-friendly city.

1.3.3. Tackling the crisis with the Europe 2020 strategy

In June 2010, the European Council adopted Europe 2020, a strategy for smart, sustainable and inclusive growth. This strategy replaced the previous Lisbon Strategy and has become the benchmark in Europe politics for tackling the economic crisis and preparing the economy for the future. Europe 2020 aims to respond "to the challenge of reorienting policies away from crisis management towards the introduction of medium- to longer-term reforms that promote growth and employment."² Some of its objectives concern inclusion: raising the employment rate; reducing school drop-out rates, increasing the numbers of people completing higher education,

and reducing the population at risk of poverty. To achieve these objectives, the European Commission created the Europe 2020 Agenda, which contains a set of seven flagship initiatives that are a shared priority for all levels of regional authority. They include guidelines for employment policies (October 2010), the European platform against poverty and social exclusion (early 2011), and European social innovation (2010).

1.3.4. Other EU instruments and policies

Besides its commitment to combating poverty and social exclusion in Europe with the Europe 2020 strategy, the EU set the precedent with earlier measures that are still relevant to achieving this objective.

Firstly, the EU has a Social Protection Committee, which was set up in 2000 by the European Council of Nice

to promote effective exchange and cooperation between the European Commission and the Member States for the updating and improvement of social protection structures. Secondly, it has a Community Programme for Employment and Social Solidarity (Progress 2007-2013), which is an initiative of the European Parliament and the Council that offers financial assistance to help achieve the EU's objectives in employment and outreach. This initiative is implemented through a series of grants to the main stakeholders in employment and social inclusion.

Also of note is the European Commission's communication "New Skills for New Jobs. Anticipating and Matching Labour Market and Skills Needs", dated December 2008, which offers guidance to Member States on how to mitigate the consequences of the financial crisis on labour markets.

| Europe 2020 strategy | Objectives of the European Union | Objectives of the Spanish Government |
|--|----------------------------------|--------------------------------------|
| Employment (20-64 years) | 75% | 74% |
| School drop-out | 10% | 15% |
| Individuals aged 30-34 years completing tertiary education | 40% | 44% |
| Reduction in the population at risk of poverty or social exclusion | 20,000,000 people | 1,400,000 and 1,500,000 people |

Source: http://ec.europa.eu/europe2020/index_en.htm [January 2012]

²Conclusions of the European Council of 17 June 2010.

1.4. Regulatory framework and existing plans

1.4.1. The framework of powers in Spain

1.4.1.1. The regulatory framework

The regulatory framework in Spain is governed by the Spanish Constitution, whose third chapter cites the guiding principles of social and economic policy. This chapter states that the authorities shall ensure the social, economic and legal protection of the family, promote favourable conditions for social and economic progress, guarantee the right to the protection of health, and recognise the right of all national citizens to decent and adequate housing.

Law 39/2006 on the Care of Dependent Persons, passed on 14 December 2006, is also relevant in that it constitutes the fourth pillar of the social policies of the welfare state.³ This law recognises the universal and public nature of benefits and equal and non-discriminatory access thereto. In its wording, the legislation states that it will be implemented progressively, starting at the highest degree of dependence. Nonetheless, we are currently witnessing difficulties associated with the fact that the text has little in common with the real situation.

1.4.1.2. Government plans for inclusion and social cohesion

The Social Inclusion and Cohesion Plan for 2008-2010 is the fourth inclusion and cohesion plan to be approved by the Spanish Government. It follows the EU guidelines set out in the previous section and gives itself a time horizon of 2010, European Year for Combating Poverty and Social Exclusion. Looking at the 2008-2010 plan in detail, we see that it has the same five priority objectives as the previous plan (2006-2008), formulated around a two-fold strategic purpose: to promote active inclusion (i.e. to boost employment in combination with an appropriate policy of guaranteed income and access to services of the necessary standard) and to

mitigate the effects of the social exclusion caused by the rise in immigration and population ageing.

In February 2010, the Spanish Government approved the Extraordinary Plan to Promote Social Inclusion and Combat Poverty with a view to strengthening the 2008-2010 Plan and adapting it to the new social reality marked by growing numbers of people at risk brought about by the economic situation.

1.4.2. The framework of powers in Catalonia

Any discussion of the framework of powers relating to social inclusion in Catalonia cannot overlook the Catalan Statute of Autonomy of 2006 and the legislation passed to date that addresses or affects this area.

The Statute of Autonomy lists the rights and duties of citizens and, with specific regard to social services, its article 24 provides that, "all individuals have the right to equal access to the network of social services managed by the public authorities", "individuals with special needs relating to the maintenance of their personal autonomy have the right to receive care appropriate to their condition" and "individuals or families living in a situation of poverty have the right to a guaranteed income enabling them to enjoy a decent standard of living".

This law recognises the universal and public nature of benefits and equal and non-discriminatory access thereto.

It highlights social cohesion and welfare as one of its guiding principles (article 42) and requires the authorities "to ensure the full social, economic and labour integration of individuals and groups in most need of protection, particularly those at risk of poverty and exclusion, and to protect the dignity,

³See glossary in annexes.

safety and full protection of all individuals, especially those most vulnerable, to promote preventive community policies, and to guarantee quality social services and free basic social services".

1.4.2.1. Legislative framework

The most relevant legislation passed in recent years on benefits and services relating to inclusion include the following:

Organic Law 1/2004 on Integrated Protection Measures against Gender Violence (dated 28 December 2004).

This legislation is applicable throughout Spain and its purpose is to eradicate violence against women by adopting integrated protection measures in various areas. It also seeks to raise awareness among the public and guarantee women's rights.

Financial Benefits Law 13/2006 (dated 27 July 2006), as amended by Law 14/2010 (dated 27 May 2010) and by Law 5/2012 (dated 20 March 2012).

Applicable to Catalonia, these benefits are intended to provide the necessary support to individuals who need it to cover their basic needs and foster their social integration. The law grants financial assistance to individuals



whose income is below the self-sufficiency income standard with a view to narrowing the gap with the standard for Catalonia.

Law 39/2006 on the Care of Dependent Persons (dated 14 December 2006).

Of national scope, this legislation has been amended, developed and consolidated by subsequent regulations.

The Government of Catalonia has also implemented the regulation in accordance with its own powers. It provides the framework and regulates the basis for building a National System of Dependent Care with the cooperation and participation of all general government bodies. Where benefits fall within the powers of the Government of Catalonia, they are integrated into the Catalan Social Services system.

Law 12/2007 on Social Services (dated 11 October 2007), as amended by Law 5/2012, of 20 March 2012).

This Catalan legislation defines access to social services as a civil and universal right. It provides for a range of services through a dynamic instrument that must be periodically renewed and allows for the possibility that certain users have to participate in the payment of the services.

Law 5/2008 on the Rights of Women to Eradicate Gender Violence (dated 24 April 2008).

This legislation applicable to Catalonia puts in place mechanisms to help eradicate violence against women and to make further progress in their guarantees. It also requires the Government of Catalonia to develop models of integrated intervention throughout the region.

Decree-Law 1/2010 on the Minimum Income Allowance (12 January 2010), as amended by Law 7/2011 on Fiscal and Financial Measures (27 July 2011).

The minimum income allowance law is applicable to Catalonia. It brought in a series of activities guided by the principles of solidarity and subsidiarity whose purpose is to ensure adequate support to individuals who cannot otherwise meet their basic needs. Subsequent amendments to the original

legislation increased the requirements for receiving the allowance, which resulted in a reduction in the numbers of eligible individuals.

Law 10/2010 on the Reception and Return of Migrants in Catalonia (7 May 2010).

This law establishes the integrated legal framework of reference for reception in Catalonia and implements a set of tools that will be progressively applied to newcomers.

Law 14/2010 on the Rights and Opportunities of Children and Adolescents (27 May 2010), as amended by Law 10/2011 (29 December 2011).

This legislation applies to Catalonia and sets out measures for children and adolescents, regardless of whether they are at risk. It improves the system protecting them against abuse, streamlines the national adoption procedure and prioritises the interests of children and adolescents in policies relating to children.

Decree 142/2010 approving the Portfolio of Social Services for 2010-2011 (11 October 2010), extended by Law 1/2012 (22 February 2012) and partly amended by Order 127/2012 of the Department of Welfare and Family (dated 9 May 2012).

Under this Catalan legislation, the portfolio distinguishes between guaranteed benefits, which are civil rights, and non-guaranteed benefits, which are subject to the availability of budget resources. The portfolio identifies both the benefit and diverse indicators. The tax treatment of financial benefits is also set out.

Decree 384/2011 (30 August 2011), developing Law 10/1997 on the Minimum Income Allowance (3 July 1997).

Applicable to Catalonia, this regulation

details the eligibility requirements for the minimum income allowance under the legal framework defined in the legislation.

Royal Legislative Decree 3/2011 (14 November 2011) revising the Public Sector Contracts Law.

Of application in Catalonia, successive amendments to the Contracts Law made it advisable to recast the legislation in a single text. It is applicable to the self-governing regions and local authorities where they have not been afforded specific powers in this regard.

1.4.2.2. Inclusion and social cohesion plans and other instruments

The **2010-2013 Action Plan for inclusion and social cohesion in Catalonia** adopts a different approach to the one previously used in Catalonia. The new plan covers the different dimensions of exclusion as outlined in the conceptual framework. The 2010-2013 Plan has eight strategic areas, one for each area of social inclusion. Based on the Europe 2020 strategy and drawing on principles such as the holistic approach and sequence of life stages, mainstreaming, proximity and participation, the Plan follows on from the aims of previous plans while remaining "sensitive to social change and the extension to the wider community of the risks of fracture associated with social exclusion processes".

The Plan outlines five priorities for 2013:

- »To promote integrated and strategic initiatives that focus on undermining the structural factors responsible for social exclusion.
- »To carry out prevention and social inclusion actions.



- »To foster networking.
- »To design participatory instruments to ensure strong public involvement.
- »To promote innovative practices.

The 2010-2013 Plan regards the disruption of the sequence of life stages as key to tackling social inclusion policies. It also puts an emphasis on laying the foundations for creating synergies with all stakeholders working to achieve social inclusion in Catalonia.

Another important instrument in this regard is the 2008-2011 Strategic Agreement to Promote the Internationalisation, Job Quality and the Competitiveness of the Catalan Economy, which set out a series of actions for strengthening social cohesion in consensus with the social sector.

The agreement included measures for the development of the Care of Dependent Persons Law and an ambitious and realistic housing policy to suit the most needy.

Lastly, on 13 December 2011, the Working Group on Poverty and Social Inclusion, led by the Department of Social Welfare and Family of the Government of Catalonia unanimously approved the **Document of Proposals for Combating Poverty and Social Inclusion in Catalonia**. The text was drafted to promote the National Pact for Social Inclusion and the Eradication of Poverty in the context of an economic and financial crisis that, as it states repeatedly, has given rise to a "new profile of affected individuals who have suddenly found themselves in poverty".

The document contains a series of proposals for action with a dual focus: those aimed at mitigating the effects of the crisis on poverty and social exclusion (and hence, designed for short-term implementation) and medium- and long-term actions based

on a social policy that will transform the current situation. The actions, divided into themes, focus on four priority areas: employment, housing, resources for individuals, and regional strategies.

1.5. The regulatory and institutional framework of the city of Barcelona

1.5.1. The regulatory framework

The City Charter is the basic regulation of reference for the city. Its aims include strengthening the city's autonomy with an effective administrative management that is responsive to the needs of citizens, making progress in decentralisation, fostering mechanisms for public participation, promoting the exercise of democracy and fostering cooperation between the City Council, its associations and social agents.

Regarding the principles and powers of the Council, which include housing, social services and youth, the Charter states that social services must make a real and effective contribution to equality by guaranteeing and allowing all citizens the possibility of access to services designed to promote the free and full development of individuals and groups in society, especially when they have limitations and unmet needs. We must prevent and eradicate the causes of exclusion and integrate all of the city's residents by fostering solidarity and participation.

1.5.2. The institutional framework

The City Council is organised into five deputy mayor's offices, eighteen councillor's offices (ten of which are district offices), five commissioner's offices and one delegation.

The city's management is split into five areas, one for each deputy mayor's office: President's Office, Internal Affairs, Safety and Mobility; Economy, Enterprise and Education; Town Planning, Infrastructure, Environment and Information Systems; Quality of Life, Equality and Sport, and Culture

Knowledge, Creativity and Innovation. Another important institution is the Barcelona Social Services Consortium, which regulates the management of social services in the city. It was set up under the City Charter of Barcelona

by Decree 113/2006, of 25 April 2006, to develop the network of social services in Barcelona and specifically services for more vulnerable groups: children and adolescents, people with disabilities and drug addicts.⁴

The Barcelona Social Inclusion Plan for 2012-2015 sets a series of priorities for guaranteeing an inclusive city that generates well-being for all its residents. Before the adoption of any strategy, a detailed analysis must be conducted of the dynamics of social exclusion at play in Barcelona and how these are affecting its residents.

Taking as reference demographic indicators and the eight areas of social inclusion outlined in the conceptual framework, we will now present a diagnosis of the current state of affairs in the city that will later be useful in defining the main challenges to inclusion. Nonetheless, this diagnosis is not intended to serve as a statistical yearbook. Rather, it uses selected, summarised data in order to focus on the key elements affecting the social inclusion of the city's population.

⁴On 28 January 2008, the Governing Council of the Barcelona Social Services Consortium approved the Specialised Social Services Master Plan for Barcelona, which regulates the management and control of centres specialising in women and children at risk, drug users and people with disabilities.

2. DIAGNOSIS: ISSUES AND TRENDS

2.1. Demographic indicators

2.1.1 Life expectancy

Life expectancy is an indicator of health and living conditions. Barcelona has an average life expectancy of 82.8 years, with significant differences by sex (85.9 years for women and 79.3 for men) and district (Figure 1).

2.1.2 Adolescence and youth

There is a lack of opportunities for young people, which leads to identity problems and other aspects, such as gangs and social groups. In 2011, the unemployment rate was 56% among residents aged 16-19 years and 40.7% among those aged 20-24 years. Temporary contracts are also on the rise, making it difficult for this group to plan for the future. The option of studying is increasingly less attractive because it no longer guarantees a qualified job. As a result, the numbers of young people who neither study nor work have risen, reaching 23.1% of all 18-24-year-olds in Spain in 2011.

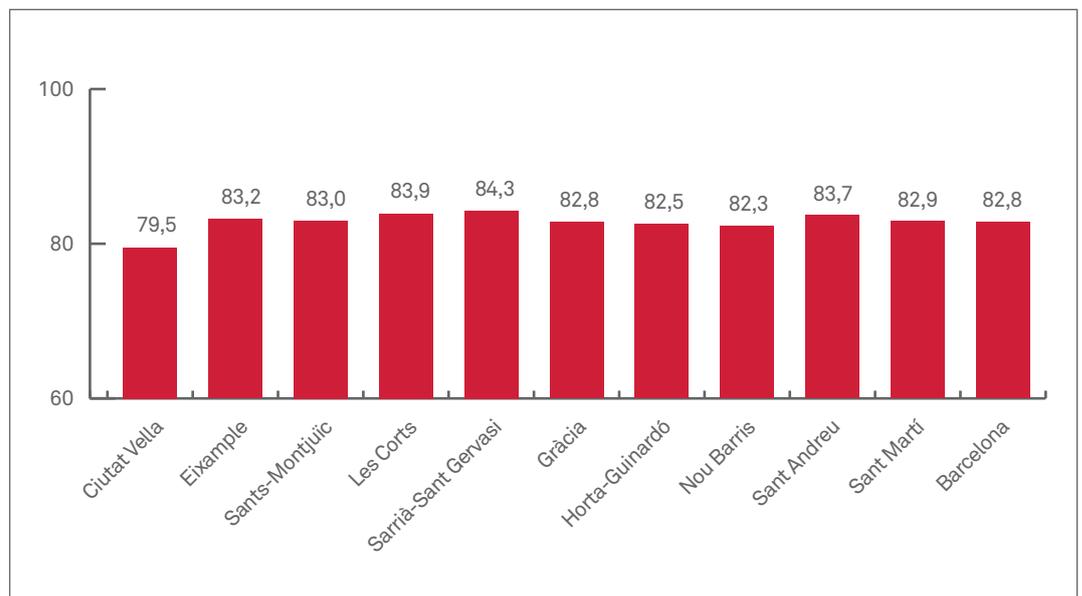


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Figure 1. Life expectancy by district. Barcelona 2010



Source: Barcelona Public Health Agency. Barcelona City Council



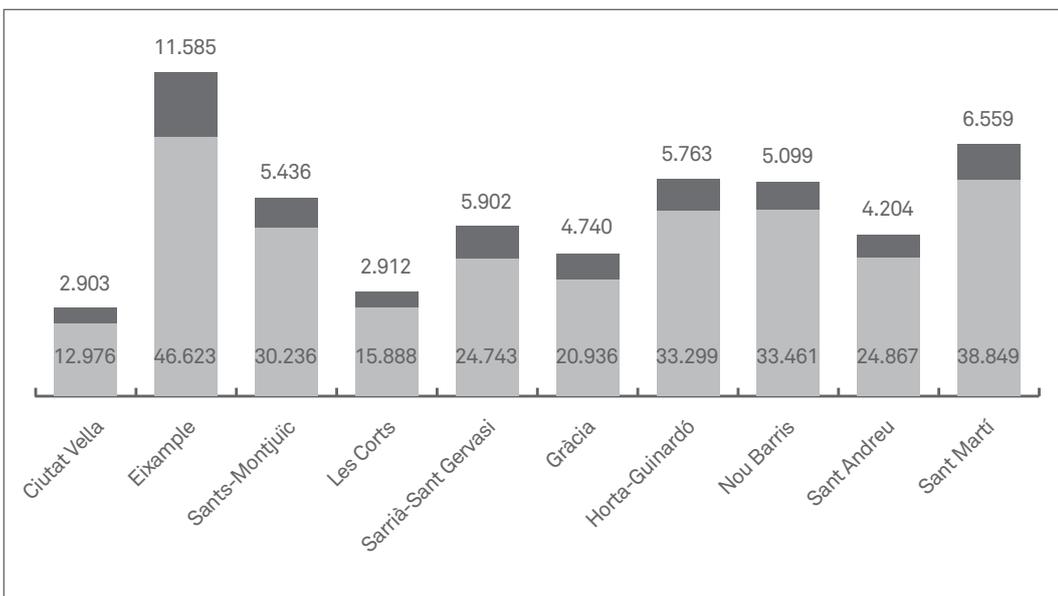
2.1.3 Ageing and longevity

One of the dynamics of today's developed societies is the progressive ageing of the population. In Barcelona, 20.8% of the population is aged 65 or over and 3.4% of these individuals are aged 85 or over.

The Eixample district has the highest population of senior citizens, with 58,208 people over the age of 65. By contrast, the Ciutat Vella district has the fewest senior citizens in the city, both in absolute figures (15,879 aged over 65) and in relative figures (15.3% of the population of this district).

The longevity index indicates the number of people aged 75 or over as a percentage of all of the city's senior citizens (aged 65 or over). Across the city, 55% of senior citizens are aged 75 or over, with a clear predominance of women. The district with the highest longevity index is the Eixample, with 58.5%.

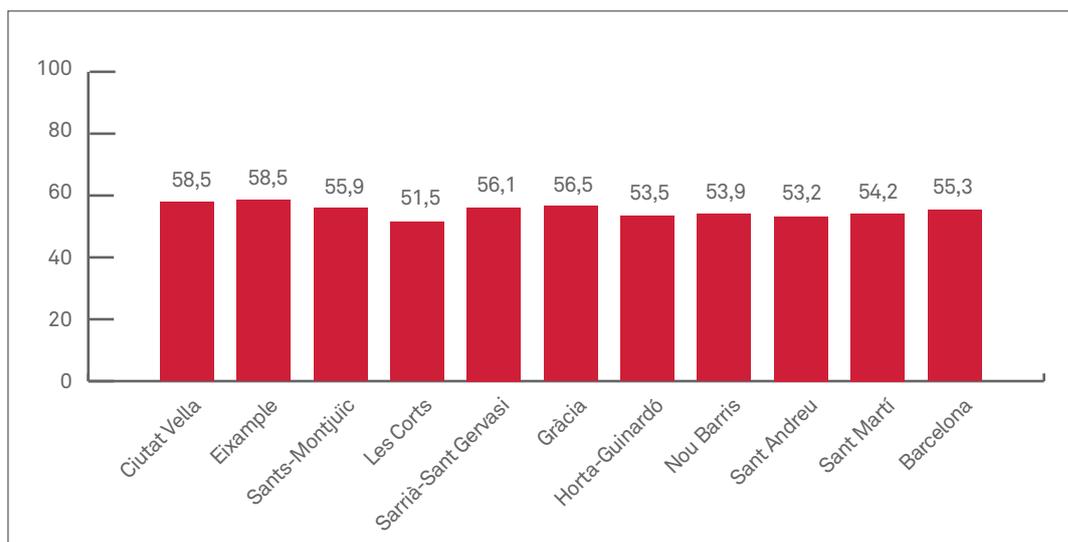
Figure 2. Senior citizens by district. Barcelona 2011



Source: Authors, based on data from the Municipal Statistics Department. Municipal Register of Inhabitants (consulted on 30/06/2011).



Figure 3. Index of longevity by district (%). Barcelona 2011



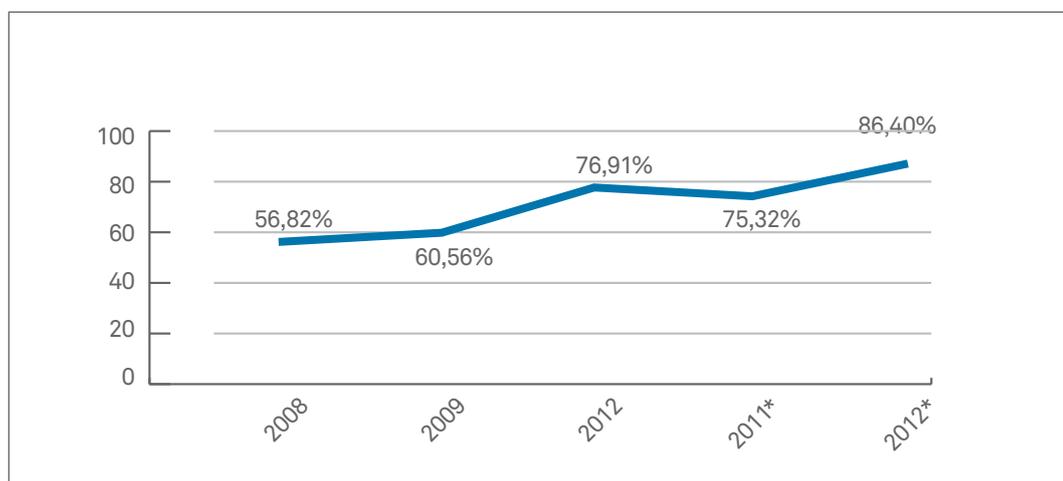
Note: index of longevity: (population aged 75 and over/population aged 65 and over) x 100.
Source: Authors, based on socio-demographic indicators of the Department of Research and Knowledge. Social Observatory of Barcelona City Council.

2.1.4 Dependent persons

Since the entry into force in 2007 of the Law on Promotion of Personal Autonomy and Care for Dependants in Barcelona, there has been a steady increase in the percentage of Individual Care Plans (ICPs) in relation to eligibility assessments. This upward trend was reversed in 2011 due to two fac-

tors: the introduction of Degree I, level 2 (assessments of this degree and level for requests prior to 1 July 2011 are eligible) and a period suspending the special mechanism for assistance in drafting ICPs.

Figure 4. Trend in ICPs in relation to entitlement awarded. Barcelona 2008-2012



Source: Authors, based on data from the Executive Directorate of the Area of Quality of Life, Equality and Sport. Barcelona City Council *In 2011, entry of Degree 1, level 2. The data for 2012 cover January to September.

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Table 1. Care for dependent persons. Barcelona 2008-2012

| Year | 2008 | 2009 | 2010 | 2011* | 2012** |
|---|---------------|---------------|---------------|---------------|---------------|
| Eligibility assessments | 15,010 | 15,592 | 10,687 | 15,053 | 5,687 |
| Cumulative eligibility assessments | 15,010 | 30,602 | 41,289 | 56,342 | 62,029 |
| ICPs drafted | 8,529 | 10,004 | 13,225 | 10,680 | 11,161 |
| Cumulative ICPs | 8,529 | 18,533 | 31,758 | 42,438 | 53,599 |
| ICPs as a % of eligibility assessments | 56.82% | 60.56% | 76.91% | 75.32% | 86.40% |

Source: Municipal Social Services Institute. Barcelona City Council. *Entry of Degree 1, level 2. **Data from January to September 2012.

2.1.5 People with disabilities

People with disabilities are particularly vulnerable to the dynamics of social exclusion because they often need special care to be able to lead a normal life. Barcelona has 118,004 people with some form of legally recognised disability, which may take the form of limited mobility, visual impairment, hearing difficulty, mental disability or mental illness, among others (Table 2). This condition is generally more prevalent in women and people over the age of 44. Most cases of disability are physical but there are also important cases of mental illness. With regard to degree, almost 60,000 people have a recognised disability of 33%-64%, almost 32,000 have 65%-74%, and 26,401 people have a disability of more than 74%.



There are still barriers preventing people with disabilities from living independently and inclusively. These invisible barriers stigmatise people with disabilities and, more importantly, those with mental health problems. Gaps have also been detected in certain services that support independent living, such as personal care services.

A key factor in the inclusion of people with disabilities is accessibility to the spaces and services of the city. The 2012 Accessibility Report states that, of all the public roads in the city that can be made more accessible, 91.7% have now been adapted. In relation to the accessibility of public transport, 83.5% of metro stations are fitted with lifts from street level to the platform, 100% of buses are equipped for people with reduced mobility and have audio and text information systems, and 244 stops along the transport network have User Information Points with spoken information. Through the accessibility model that it has implemented in its public spaces and transport network, Barcelona has become an exporter of knowledge on accessibility and an international leader in this area, and has received several national and international awards.

Table 2. Profile of individuals with a legally recognised form of disability. Barcelona 2011

| Profile | Number |
|-----------------------------|----------------|
| Sex | |
| Men | 55,170 |
| Women | 62,834 |
| TOTAL | 118,004 |
| Age | |
| 0 to 15 years | 2,729 |
| 16 to 44 years | 17,930 |
| 45 to 64 years | 36,790 |
| 65 to 74 years | 23,015 |
| 75 years and over | 37,540 |
| Type of disability | |
| Locomotor | 40,883 |
| Physical, not locomotor | 28,499 |
| Visual | 9,747 |
| Hearing | 6,322 |
| Mental disability | 8,862 |
| Mental illness | 23,564 |
| Not available | 127 |
| Degree of disability | |
| 33% to 64% | 59,974 |
| 65% to 74% | 31,629 |
| 75% and over | 26,401 |

Source: Statistics Department. Barcelona City Council.

2.1.6 Immigration

Barcelona's foreign-born population totals 279,724 (data from 30 June 2011), who are markedly younger than the local average because they usually emigrate for financial reasons and hence arrive when they reach working age. The age groups in which foreign nationals make up the highest percentages of the total are 25 to 29 years, where they account for 40.3% of the total population, 30 to 34 years (37.26%) and 35 to 39 years (27.87%).

The economic boom brought with it a high demand for labour, which was met mostly by foreign workers. Since early 2000, Barcelona has become home to 163 different nationalities. The economic crisis has hit the immigrant population particularly hard because the most precarious or unstable jobs were often filled by foreign nationals, and these jobs were the first to be destroyed.

Their problems are exacerbated by the fact that they are not in their home towns, so they generally have weaker relational networks and less social support for dealing with social risk factors. The following figure illustrates the proportion of Spaniards to foreign nationals in the age groups with the highest numbers of foreign-born population (20-49 years).

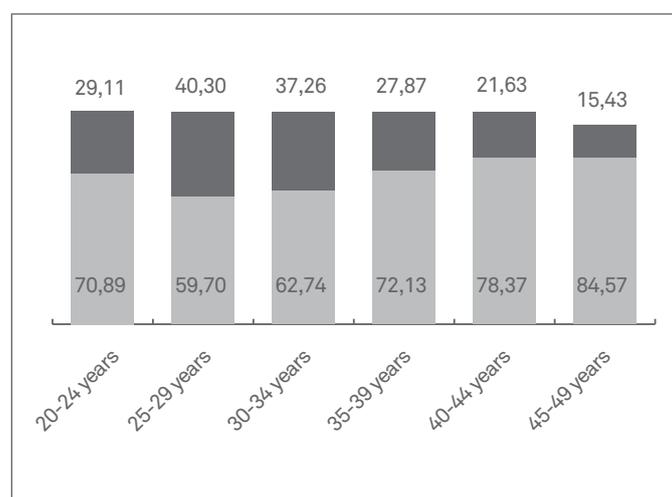
The foreign-born population of Ciutat Vella makes up 41.6% of the total population living there, which far exceeds the proportion of foreign nationals in other districts (Figure 6).

In recent years, however, the foreign population has stabilised, indicating that there has been a turnaround in migratory trends. While an exponential increase of 241,490 new foreign nationals was recorded between 2001 and 2009, from 2010 to 2012, a decline of 12,740 foreign nationals was observed in the city. This, together with the

increase in mixed marriages and the decline in applications for family reunification and social integration, is indicative of a change in the migratory paradigm of the city that has been all the more dramatic because of the economic changes.

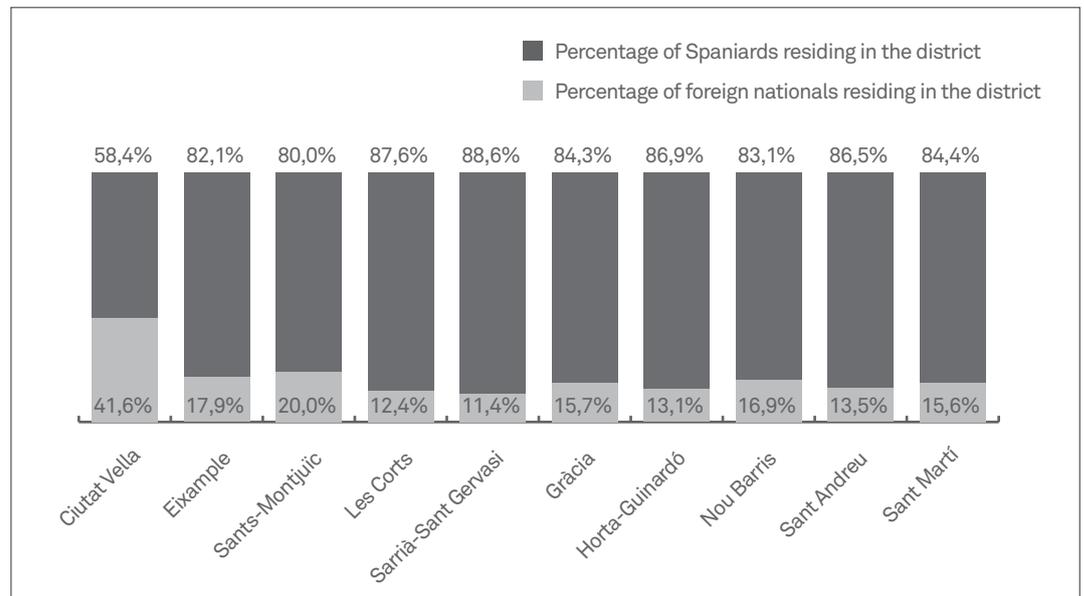
There is a clear turning point in trends in applications for both family reunification⁵ and reports on social integration⁶ between 2008 and 2009, when the effects of the crisis on the arrival of foreign nationals began to show. Besides cutting the numbers of foreign nationals arriving in Barcelona, the crisis has also reduced the number of contracts awarded to those who have settled here, which restricts their possibilities for obtaining reunification and social integration permits. This downward trend is illustrated by the 44.7% decline across the city between 2008 and 2011 (Figure 7).

Figure 5. Spanish and foreign nationals aged 20 to 49 years. (%) Barcelona 2011



Source: Authors, based on data from the Municipal Statistics Department. Municipal Register of Inhabitants (consulted on 30/06/2011).

Figure 6. Spanish and foreign population by district. (%) Barcelona 2011



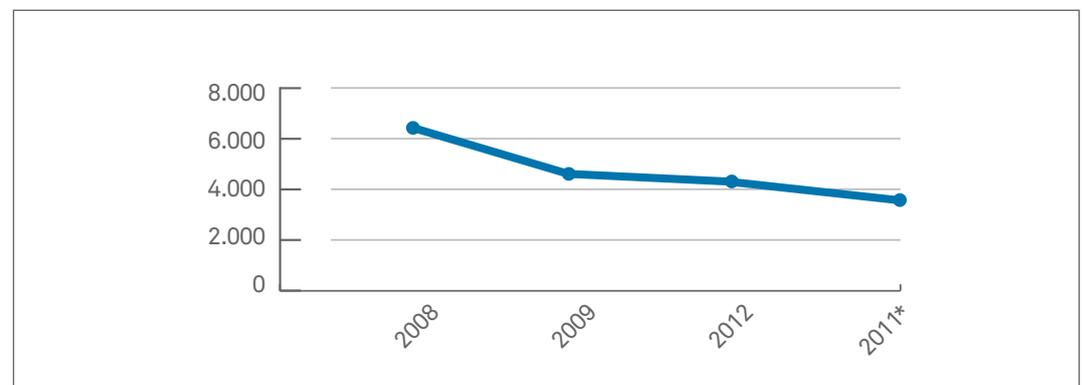
Source: Authors, based on data from the Statistics Department. Barcelona City Council. Municipal Register of Inhabitants (consulted on 30/06/2011).

Table 3. Family reunification and social integration. Barcelona 2008-2011

| Year | 2008 | 2009 | 2010 | 2011 |
|--|-------|--------|--------|--------|
| Applications for family reunification | 6,243 | 4,603 | 4,178 | 3,452 |
| Change since 2008 | - | -26.2% | -33.1% | -44.7% |
| Applications for reports on social integration | 9,306 | 11,405 | 10,048 | 8,969 |

Source: Directorate of Immigration. Barcelona City Council.

Figure 7. Applications for family reunification. Barcelona 2008-2011



Source: Authors, based on data from the Directorate of Immigration. Barcelona City Council.

*Family reunification is a right enshrined in both EU and Spanish legislation by which foreign residents in Spain can apply to have their families reunited with them.

Foreign nationals who are in Spain illegally and meet certain conditions (three years' continuous residence in Spain, with means of support and a certain level of integration in the host society) may be eligible for a residence permit through the report on social integration procedure.

2.2. Economic and labour indicators

2.2.1 At-risk-of-poverty rate

Given that they are retired, senior citizens tend to have moderate incomes, often obtained through state pensions.

Before social transfers,⁷ the at-risk-of-poverty rate for Barcelona in 2010 stood at almost 80.4% for its senior citizens (over 65s), although social transfers cut this figure to 19.4%.

The at-risk-of-poverty rate is even higher among children and adolescents, reaching more than 22% of the popu-

lation, after accounting for all transfers. The age range of 16-64 years, representing the working population, has the least risk: 13.7% in Barcelona (Table 4).

The differences between sexes are also striking: on average, women have almost four percentage points more risk than men. This difference is even more apparent between men and women aged 65 years or above, for whom the risk rates are 21.3% and 28%, respectively (in this case, the data is for 2009).

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Table 4. At-risk-of-poverty rate before and after social transfers by age. Barcelona 2010

| | Before all transfers | | After pensions and before other transfers | | After all transfers | |
|-------------------|----------------------|-------------|---|-------------|---------------------|-------------|
| | Barcelona | Catalonia | Barcelona | Catalonia | Barcelona | Catalonia |
| Men | 34.2 | 39.8 | 19.2 | 26 | 14.1 | 18.5 |
| 65 years and over | 84.4 | 88.7 | - | 23 | - | 18.5 |
| Women | 40.6 | 43.5 | 22.6 | 27.8 | 17.7 | 21.3 |
| 65 years and over | 77.6 | 84.2 | 21.4 | 26.4 | 19.2 | 23.7 |
| Total | 37.5 | 41.6 | 20.9 | 26.9 | 16 | 19.9 |
| Under 16 years | 29.1 | 32.5 | 29.1 | 31.4 | 22 | 23.7 |
| 16 to 64 years | 25.7 | 32.8 | 19.2 | 26.3 | 13.7 | 18.6 |
| 65 years and over | 80.4 | 86.1 | 21.6 | 25 | 19.4 | 21.4 |



2.2.2 Gini index

Barcelona has a Gini index⁸ of 0.3. This means that the 20% of the population with the highest economic level has 6.22 times more income than the 20% of the population with the lowest economic level. The inequalities between the proportion of the population with the highest purchasing power in the city and that with the lowest have increased during the recession, since the S80/20 income quintile share ratio for 2009 is higher than that of 2007 (4.97) (Table 5).

2.2.3 Distribution of income

With regard to the distribution of disposable household income per capita between the different districts of Barcelona (Figure 1), taking as a reference Barcelona=100, we observe that 18 neighbourhoods (out of a total of 73) have very high, high or medium-high incomes (the top three categories), while the remaining 55 have low-middle, low or very low incomes (the bottom three categories).

Income inequalities between neighbourhoods have increased between 2008 and 2011 and now stand 10 points above or below the Barcelona=100 threshold.



Table 5 Gini index. Barcelona and Catalonia. 2006-2010

| | 2006 | | 2007 | | 2008 | | 2009 | | 2010 | |
|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | Barcelona | Catalonia |
| Gini index | 0.31 | 0.29 | 0.32 | 0.29 | 0.31 | 0.29 | 0.30 | 0.29 | 0.33 | 0.32 |
| S80/20 | 5.12 | 4.71 | 4.97 | 4.71 | 4.83 | 4.83 | 5.26 | 5.01 | 6.22 | 5.75 |
| S90/10 | 8.96 | 7.65 | 8.16 | 7.65 | 9.04 | 9.04 | 8.88 | 10.08 | 15.91 | 13.4 |

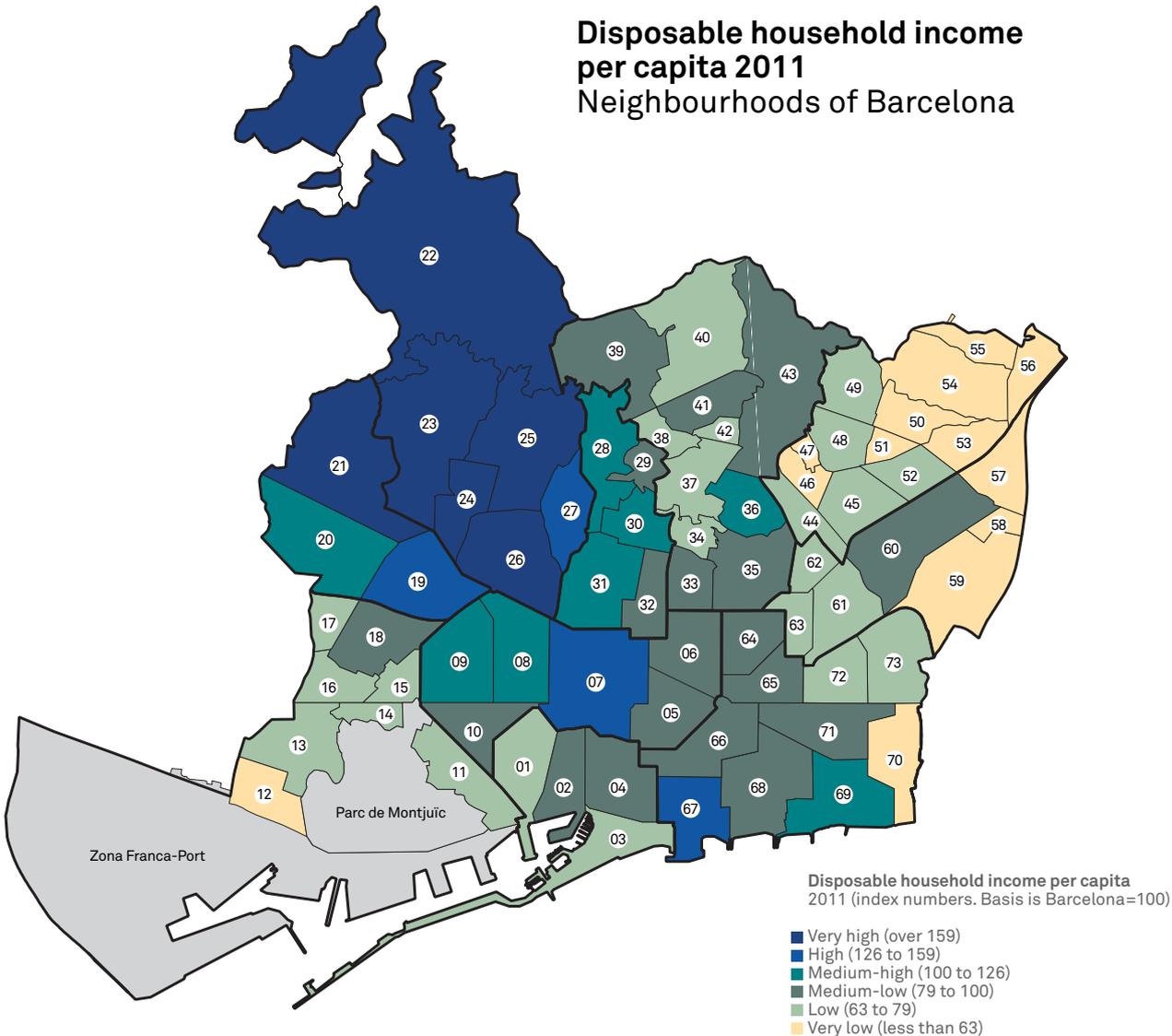
Note: the survey was not designed to be representative of the whole municipality. The results for Barcelona may have a greater margin of error.

Source: Living Conditions Survey, Spanish National Statistical Institute (INE). For Barcelona and Catalonia, data processed by Idescat (Statistical Institute of Catalonia).

⁷See glossary.

⁸See glossary.

Disposable household income per capita 2011 Neighbourhoods of Barcelona



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Ciutat Vella

01 el Raval
02 el Barri Gòtic
03 la Barceloneta
04 Sant Pere, Santa Caterina i la Ribera

l'Eixample

05 el Fort Pienc
06 la Sagrada Família
07 la Dreta de l'Eixample
08 l'Antiga Esquerra de l'Eixample
09 la Nova Esquerra de l'Eixample
10 Sant Antoni

Sants-Montjuïc

11 el Poble Sec
12 la Marina del Prat Vermell
13 la Marina de Port
14 la Font de la Guatlla
15 Hostafrancs
16 la Bordeta
17 Sants-Badal
18 Sants

Les Corts

19 les Corts
20 la Maternitat i Sant Ramon
21 Pedalbes

Sarrià-Sant Gervasi

22 Vallvidrera, el Tibidabo i les Planes

23 Sarrià

24 les Tres Torres
25 Sant Gervasi-La Bonanova
26 Sant Gervasi-Galvany
27 el Putxet i el Farró

Gràcia

28 Vallcarca
29 el Coll
30 la Salut
31 la Vila de Gràcia
31 el camp d'en Grassot i Gràcia Nova

Horta-Guinardó

33 el Baix Guinardó
34 Can Baró
35 el Guinardó
36 la Font d'en Fargues
37 el Carmel
38 la Teixonera
39 Sant Genís dels Agudells
40 Montbau
41 la Vall d'Hebron
42 la Clota
43 Horta

Nou Barris

44 Vilapiscina i la Torre Llobeta
45 Porta
46 el Turó de Peira
47 Can Peguera

48 La Guineueta

49 Canyelles
50 les Roquetes
51 Verdun
52 la Prosperitat
53 la Trinitat Nova
54 Torre Baró
55 Ciutat Meridiana
56 Vallbona

Sant Andreu

57 la Trinitat Vella
58 Baró de Viver
59 el Bon Pastor
60 Sant Andreu
61 la Sagrera
62 el Congrés i els Indians
63 Navas

Sant Martí

64 Camp de l'Arpa del Clot
65 el Clot
66 el Parc i la Llacuna del Poblenou
67 la Villa Olímpica del Poblenou
68 el Poblenou
69 Diagonal Mar i el Front Marítim del Poblenou
70 el Besòs i el Maresme
71 Provençals del Poblenou
72 Sant Martí de Provençals
73 la Verneda i la Pau

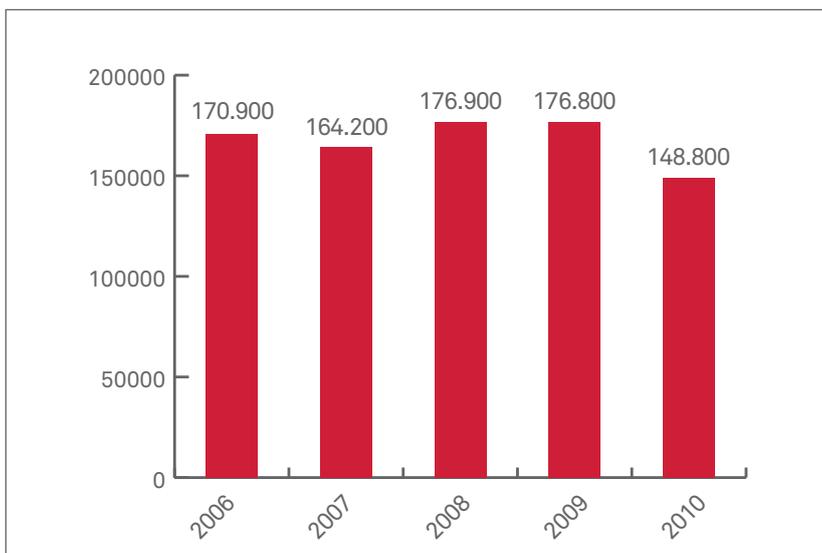
2.2.4 Difficulties making ends meet

The economic crisis is affecting a large section of the population and many families are suffering its consequences. One way to measure this impact is how households perceive the difficulties they have in making ends meet.

The number of families that said they felt this was the case dropped between 2006 and 2007, only to increase again sharply between 2007 and 2008, when the figure rose from 164,200 to 176,900, accounting for 27.18% of all households in the city. A similar trend is observed between 2008 and 2009, when the figure stood at 27% of households (Figure 8).

In the first quarter of 2012, however, 12.1% of Catalan households stated that they had difficulties making ends meet and 39% had no means of dealing with unexpected expenses, according to provisional data from the Living Conditions Survey published by the Spanish National Statistical Institute.

Figure 8. Household perceptions of the difficulty in making ends meet. Barcelona 2006-2010



Source: Authors, based on data from the Municipal Statistics Department. Note: units in thousands. The survey was not designed to be representative of the whole municipality. The results for Barcelona may have a greater margin of error.

2.2.5 Unemployment and job insecurity

In June 2012, there were 110,521 unemployed people in Barcelona, with an almost even split between the sexes (51.1% men and 48.9% women). It is not so uniform with regard to age, however, given that 50.4% of the total were aged 25 to 44 years, while 44.1% were aged 45 or over. Nonetheless, since the working population figures vary by age group, the percentage of unemployed people in each group can in fact be very high or very low (here, the analysis is based on the absolute value of all unemployed people in Barcelona).

Regardless of the level of education among the total unemployed, nearly 70% of unemployed people have a low educational level (no education or incomplete primary education, primary education or general studies). There is a high percentage of unemployed with a university education (more than 16% of all unemployed have a university degree). With regard to nationality, although the foreign-born population only accounts for 21.1% of unemployed residents, the impact of unemployment on this group is higher because they make up just 17% of the total population of Barcelona and because this group has a higher rate of people of working age than the local population.

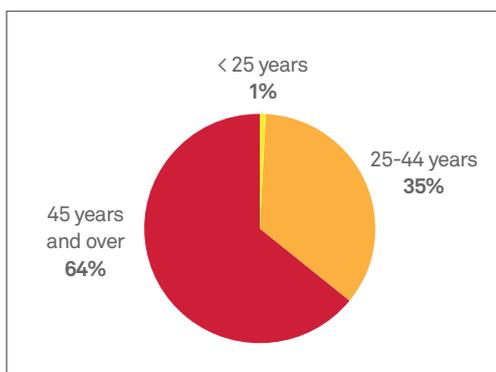
The duration of this unemployment is somewhat polarised: 44.2% of unemployed people have been in this situation for less than 6 months, but 36% have been unemployed for over a year. The latter figure is worrying because the negative consequences of being unemployed worsen as the duration increases (chances of finding employment, personal distress, etc.).

People over the age of 45 have longer periods of unemployment, since they account for 64% of people who are unemployed for over a year. This group usually has the most difficulties finding another job (Figure 9 and 10).

One of the most serious consequences of long-term unemployment is the loss of benefits. In a single year, 2010, the rate of unemployed people not receiving unemployment benefit has risen from 27% to 34% (Figure 10). This trend, which is likely to continue over the coming years, has serious consequences for the population concerned, since they no longer have a stable source of income and often have to rely on their social networks (family, friends, etc.) to get by.

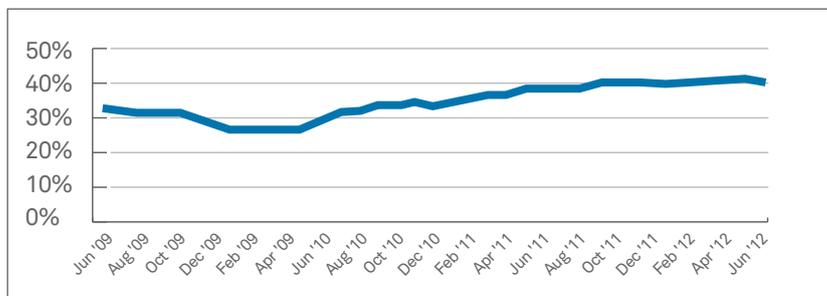
These high unemployment rates have gone hand in hand with increased job insecurity. The risk of poverty is also affecting large numbers of the population. For example, of all new employment contracts signed in the city in 2011, 89% were temporary and almost 46% of these had a duration of less than one month.

Figure 9. Long-term unemployed: more than 12 months. Barcelona 2012



Source: Authors, based on data for the second quarter of 2012 from the Labour Force Survey (INE).

Figure 10. Unemployed population not receiving benefits in Barcelona. June 2009 to June 2012 (%)



Source: Authors, based on data from the Labour Force Survey (INE) and the Department of Employment. June 2012 data. Government of Catalonia. Prepared by the Statistics Department. Barcelona City Council.

Table 6. Unemployment. Barcelona, June 2012

| | Number of unemployed persons | % of total unemployed |
|---|------------------------------|-----------------------|
| Total unemployed | 110,521 | 100% |
| Sex | | |
| Men | 56,440 | 51.1% |
| Women | 54,081 | 48.9% |
| Age | | |
| Under 24 years | 6,106 | 5.5% |
| 25 to 44 years | 55,661 | 50.4% |
| 45 years and over | 48,754 | 44.1% |
| Education level | | |
| No education or did not finish primary | 2,739 | 2.5% |
| Primary | 5,231 | 4.7% |
| Vocational training | 9,284 | 8.4% |
| General education | 67,280 | 60.9% |
| Advanced technical or vocational training | 8,150 | 7.4% |
| University | 17,596 | 15.9% |
| Other post-secondary education | 241 | 0.2% |
| Nationality | | |
| Spanish | 87,230 | 78.9% |
| Foreign | 23,291 | 21.1% |
| Months unemployed | | |
| Less than 6 months | 48,821 | 44.2% |
| 6 to 12 months | 21,884 | 19.8% |
| More than 12 months | 39,816 | 36.0% |

Source: Authors, based on data from the Labour Force Survey (INE) and the Department of Employment. June 2012 data. Government of Catalonia. Prepared by the Statistics Department. Barcelona City Council.

2.2.6 Minimum income allowance

The purpose of the minimum income allowance is to provide support to those who cannot otherwise meet their basic needs, with resources for their sustenance and to foster their social and labour integration or rehabilitation, as set out in Article 1 of Decree 384/2011 of 30 August 2011.

This Decree sets out mechanisms for social and labour integration and re-integration in an effort to tackle the problems of poverty and marginalisation. It recognises the right to a welfare subsidy, subject to the beneficiary's commitment to continue and perform actions to promote his/her social and labour integration, which are set out in the document formalising their integration agreement. Law 7/2011 on Tax

and Financial Measures (27 July 2011) made substantial amendments to the Law on the Minimum Income Allowance, particularly the conditions for eligibility.

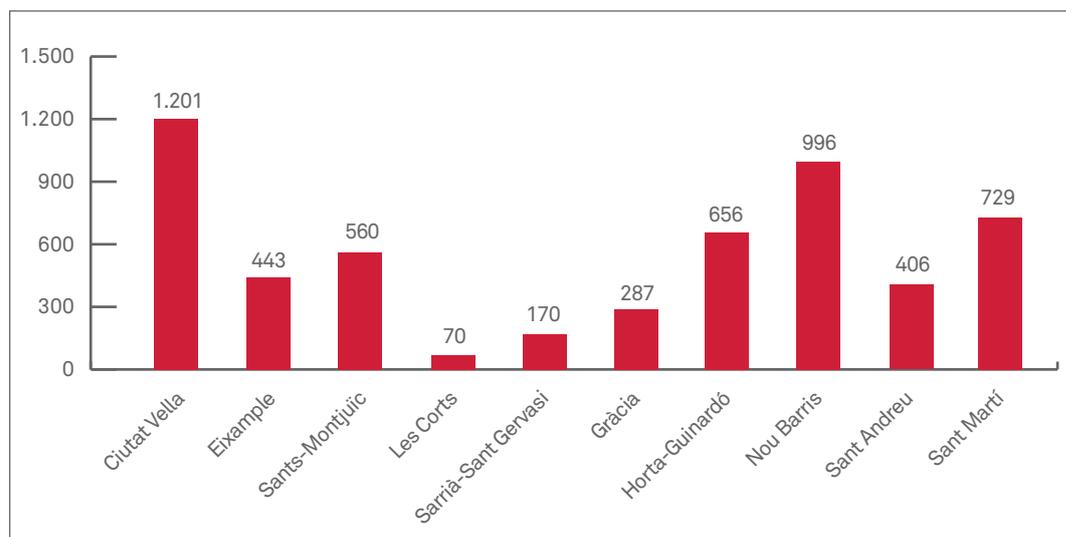
Decree 384/2011 (30 August 2011), adapted the Minimum Income Allowance Regulations to the changes introduced by the Law and added further specifications with regard to potentially eligible beneficiaries. It also set out the requirements for beneficiaries of the allowance. The analysis by districts indicates that the highest numbers of minimum income allowances in 2011 were awarded in Ciutat Vella and Nou Barris, which together received 34.4% of the total allowances of the city (Figure 11).

Table 7. Minimum income allowance recipients. Barcelona 2012 (January to September)

| | No. of open cases | No. of beneficiaries |
|-------------------------------------|-------------------|----------------------|
| Minimum income allowance recipients | 2,708 | 5,470 |

Source: Government of Catalonia.

Figure 11. Number of minimum income allowance beneficiaries by district. Barcelona 2011



Source: Authors, based on data from the Department of Research and Knowledge. Area of Quality of Life, Equality and Sport. Barcelona City Council.

2.2.7 Non-contributory pensions

Non-contributory pensions (NCPs) are a type of welfare benefit awarded to people who are unable to work either due to age or disability. This benefit is intended to be a stable source of income for these individuals.

The annual sum paid out in non-contributory pensions is EUR 4,574, which is received in 14 instalments of EUR 325 per month. Despite this financial support, elderly people without so-

cial networks tend to be at risk of exclusion if they rely exclusively on these pensions because they tend to have the added problem of reduced mobility (Table 8).

Most of the beneficiaries of retirement NCPs are elderly women, a group that is particularly vulnerable to the risks of social exclusion. By contrast, the gender balance of disability NCPs is more even (Table 9).

Table 8. Change in non-contributory Social Security pensions and additional support to widow's pensions in Barcelona (2007-2011)

| NCPs | BARCELONA | | | | |
|---|-----------|--------|-------|-------|-------|
| | 2007 | 2008 | 2009 | 2010 | 2011 |
| Retirement NCPs | 8,207 | 7,977 | 7,737 | 7,632 | 7,565 |
| Annual average | €3,976 | 4,287 | 4,341 | 4,386 | 4,574 |
| Disability NCPs | 7,617 | 7,648 | 7,694 | 7,782 | 7,892 |
| Annual average | 4,427 | 4,752 | 4,802 | 4,878 | 5,049 |
| Welfare Fund | 17 | 9 | 9 | 6 | 5 |
| Law on Social Integration of People with Disabilities | 378 | 282 | 240 | 212 | 184 |
| Additional support to widow's pensions | 13,388 | 12,102 | 6,029 | 5,112 | 4,646 |

Source: Idescat and the Department of Research and Knowledge. Area of Quality of Life, Equality and Sport. Barcelona City Council.

Table 9. Non-contributory Social Security pensions by sex. Barcelona 2011.

| | % Men | % Women |
|---|--------------|--------------|
| Minimum income allowance recipients | 25.7% | 74.3% |
| Disability NCPs | 47.5% | 52.4% |
| Law on Social Integration of People with Disabilities | 18.3% | 81.7% |
| TOTAL | 30.8% | 69.2% |

Source: Department of Research and Knowledge. Area of Quality of Life, Equality and Sport. Barcelona City Council.

2.2.8 Housing

Housing is one of the basic needs that must be covered to ensure a decent standard of living. It is also one of the biggest areas of spending for households. The average rental cost of housing in Barcelona during the first half of 2012 was EUR 731.9. According to the Red Cross, the people who call on its services spend an average of EUR 500 on keeping a roof over their heads. Note that these are families with an average monthly household income of EUR 550 (data for 2011). The organisation states that three out of ten of the people that it helped between 2009 and 2011 had to move house, half of whom did so for financial reasons.

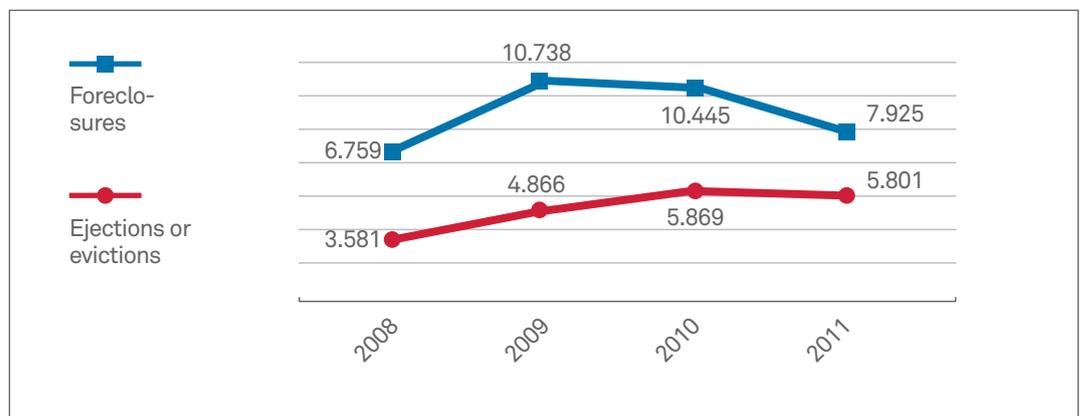
In recent years, the number of families having difficulty making their mortgage repayments has increased substantially. In 2011, 7,925 foreclosures were completed in the Barcelona province. While this figure was lower than that of 2010, it was significantly higher than the number completed in 2007 (2,804 cases). Also in 2011, 5,801 evictions were made in the Barcelona province, which represents a 62% increase on the figure for 2008 (Figure 12).

2.2.9 School meals entitlement

Since the 2008-2009 academic year, the Barcelona Education Consortium has offered school meals entitlement to eligible pupils from the first year of primary to the last year of compulsory secondary education enrolled at public and private schools. The funds for this entitlement are jointly provided by the Government of Catalonia and Barcelona City Council.

For the 2012-2013 academic year, an extraordinary contribution of EUR 2.5 million from the City Council's Area of Quality of Life, Equality and Sport has made it possible to allocate an initial maximum of EUR 8,500,000. This extra contribution has ensured the coverage of all applications that met the prerequisites. Moreover, the contribution was made at the start of the process, which meant that all of the meals entitlement was awarded with effect from the first day of the course.

Figure 12. Foreclosures and evictions. Province of Barcelona 2008-2011



Source: Authors, based on data from the General Council of the Judiciary.

2.3. Residential and relational indicators

2.3.1. Single parents

In 2011, there were 657,278 households in Barcelona (Table 10), of which 15,425 were composed of one person aged 16 years or over and at least one child. These are the circumstances considered to represent single-parent households. Although they only account for a small percentage (2.35%) of the city's total, the absolute number is still significant and points to a change in family structures in the city. It is noteworthy that most of these households are made up of women.

The trend over the years has been towards an increase in single-parent households until 2010, at which point the numbers began to dwindle slightly from 15,799 to 15,425 households in 2011 (Table 10).



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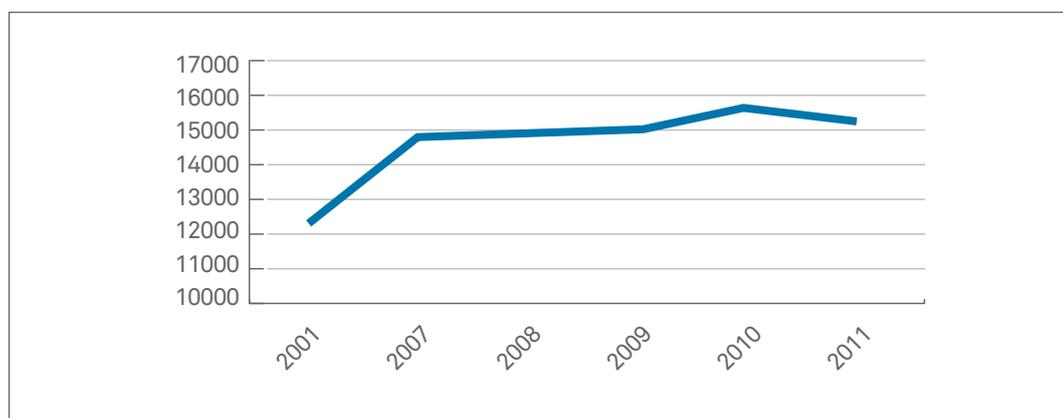
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Table 10. Structure of single-parent households. Barcelona 2001-2011

| | 2001 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|---------|---------|---------|---------|---------|---------|
| Total households in Barcelona | 594,452 | 645,752 | 650,647 | 655,302 | 658,623 | 657,278 |
| One person aged 16 years or over with one or more children | 12,462 | 14,968 | 15,121 | 15,323 | 15,799 | 15,425 |
| % of lone individuals/households in city | 2.10% | 2.32% | 2.32% | 2.34% | 2.40% | 2.35% |

Note: from 2007 onwards, the Municipal Register of Inhabitants as read on 30 June of each year. Source: Population and Housing Census of 2001. Spanish National Statistical Institute. Statistical Institute of Catalonia.

Figure 13. Trend in single-parent households. Barcelona 2001-2011



Note: for 2007 onwards, Municipal Register of Inhabitants, as read on 30 June of each year. Source: Authors, based on data from the Population and Housing Census of 2001. Spanish National Statistical Institute. Statistical Institute of Catalonia.

2.3.2. Individuals living alone

Social isolation is a major risk factor for the elderly and can be fuelled by living alone. Of the total people living alone in the city, 43.3% are aged 65 or older. One indicator for analysing the risk of social isolation is the isolation index of people aged 65 and over (which is the number of people aged 65 and over who live alone as a percentage of all people of this age in the city). One third of the city's residents who are 65 or over live alone.

Men aged 65 and over who live alone account for 14.1% while the isolation index for women is almost 33% of all women of this age.

The isolation index for people aged 75 or older is very similar, with women accounting for almost 40%. In 2012, the districts with the largest numbers of elderly people living alone were the Eixample, Ciutat Vella and Sants-Monjuïc.

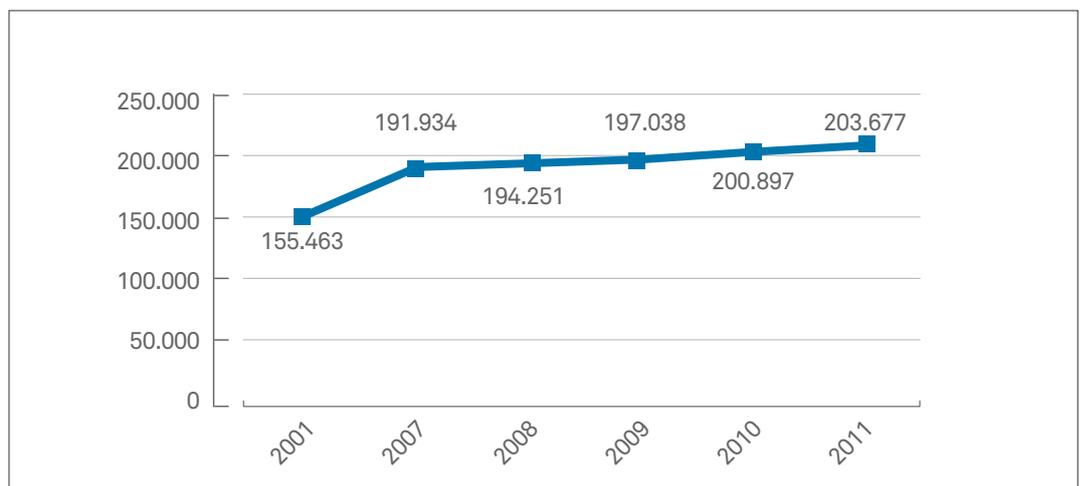
Living alone is not only a risk for the elderly, however; it is impossible to practise economies of scale (sharing expenses) in single-person households, which depend on a single income and are thus particularly vulnerable. In 2011, the city had 202,856 single-person households, which accounted for 31% of all households (657,278).

Table 11. Isolation index by age group. Barcelona 2011

| Isolation index, age 65 and over | | | Isolation index, age 75 and over | | |
|----------------------------------|-------|-------|----------------------------------|-------|-------|
| Men | Women | Total | Men | Women | Total |
| 14.23 | 33.11 | 25.67 | 16.10 | 39.61 | 31.22 |

Source: socio-demographic indicators of the Department of Research and Knowledge. Barcelona City Council.

Figure 14. Individuals living alone. Barcelona 2001-2011



Source: Authors, based on the Municipal Register of Inhabitants. Statistics Department. Barcelona City Council.



2.3.3. Household overcrowding

The high financial costs of housing access for some people means that they often have to share a flat with others in order to spread these costs. Of the total residents of Barcelona, 5.3% live in flats with 7 or more people; in Ciutat Vella, this percentage rises to 13.5% (Table 12).

2.3.4. Social networks

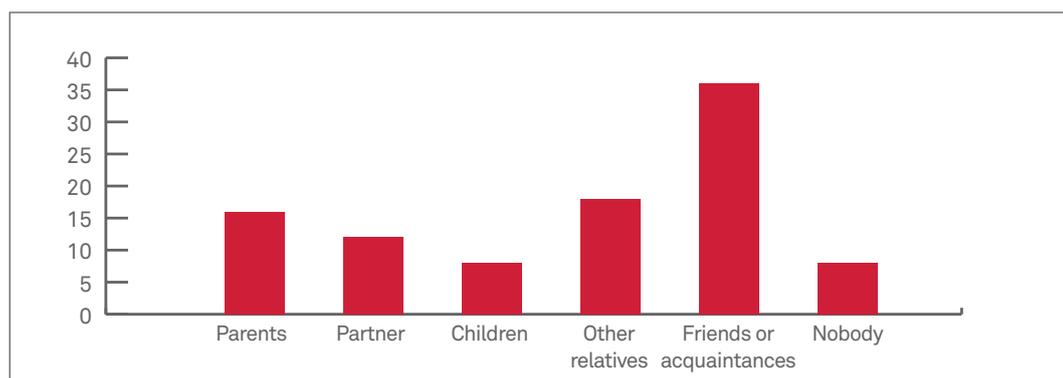
One of the most important factors of social inclusion is the existence of a social network that can help out an individual in difficult times. In Catalonia, 35.42% of the population say that they turn to family (parents, partner or other family members) if they have personal problems, while 35.68% say that they have turned to friends or acquaintances.

Table 12. Population living in flats with 7 or more people. Barcelona 2011

| Districts | Population living with 7 or more people | % of district population |
|---------------------|---|--------------------------|
| Ciutat Vella | 11,069 | 13.5% |
| Eixample | 11,503 | 4.2% |
| Sants-Montjuïc | 2,955 | 6.3% |
| Les Corts | 7,670 | 3.6% |
| Sarrià-Sant Gervasi | 13,971 | 5.3% |
| Gràcia | 4,013 | 3.3% |
| Horta-Guinardó | 6,546 | 3.9% |
| Nou Barris | 10,359 | 6.2% |
| Sant Andreu | 6,854 | 4.7% |
| Sant Martí | 10,530 | 4.6% |
| BARCELONA | 85,470 | 5.3% |

Source: Municipal Register of Inhabitants, as read in June 2011. Statistics Department.

Figure 15. People turned to in the event of personal problems. Catalonia 2011. %



Source: data from the Survey on living conditions and habits of the population in Catalonia. Idescat and the Institute of Regional and Metropolitan Studies of Barcelona (IERMB).

2.4. Educational indicators

2.4.1. Educational level

A good education is one of the factors that increase a person's autonomy and give them better opportunities and, hence, reduce the risk of social exclusion. If we analyse the educational level of the city's population by districts (Figure 16), we can observe that the Sarrià-Sant Gervasi district has the highest proportion of residents with a tertiary education (university or vocational training), given that almost half of its residents (44.3%) have studied to this level. At the other end of the spectrum, Nou Barris has the fewest university graduates and residents with vocational training qualifications, since less than 10% of its residents have this

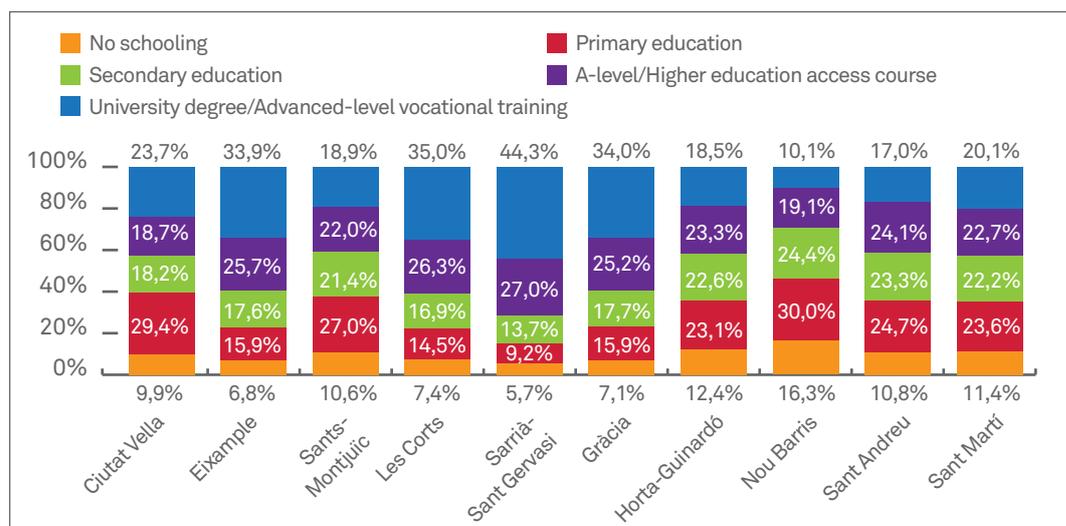
level. Nou Barris is also the district with the highest proportion of residents with no education (16.3% of the population) and the highest proportion with only a primary education or secondary studies up to the age of 14 (30%). Ciutat Vella, Sants-Montjuïc and Sant Andreu also have high percentages of residents who only completed primary school, since over 24% of residents from all three districts have this educational level (Figure 17). By contrast, neighbourhoods such as Les Corts (35%), the Eixample (33.9%) and Gràcia (34%), like Sarrià-Sant Gervasi, have high percentages of university graduates and residents with higher vocational training qualifications.

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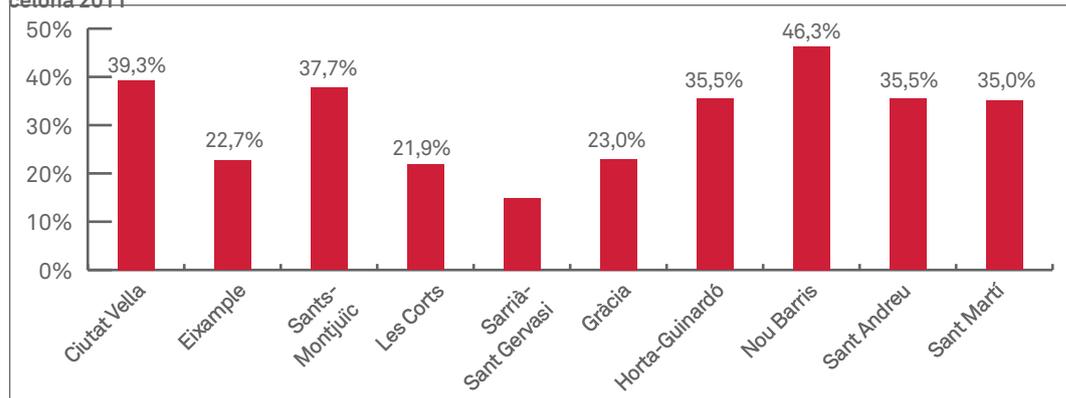
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Figure 16. Educational level by district. Barcelona 2011



Note: population classed as aged 16 or over. Source: Authors, based on the Municipal Register of Inhabitants, as read on 30/6/2011. Statistics Department. Barcelona City Council.

Figure 17. Percentage of unschooled residents and those who only completed primary school, by district. Barcelona 2011



Note: population classed as aged 16 or over. Source: Authors, based on the Municipal Register of Inhabitants, as read on 30/6/2011. Statistics Department. Barcelona City Council.



2.4.2. Student nationality

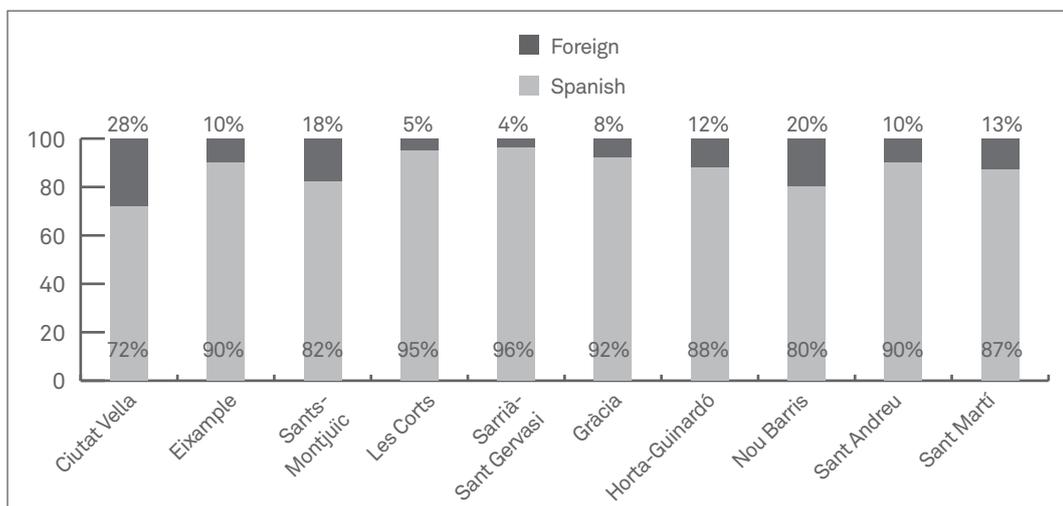
A clear upward trend can be observed in the rate of foreign students from the beginning of 2000 to the 2010-2011 academic year, when 11.9% of all students in the city were foreign-born. This trend has since levelled off.

With regard to the distribution of foreign students by district, although none have very high percentages of foreign students (Nou Barris is the district with the highest percentage, with 15.39% of all foreign-born students of

the city), in Ciutat Vella, for example, foreign-born students make up 28.2% of all students in the district.

Certain biases can also be observed in the analysis of the regions of origin of students in Ciutat Vella and Nou Barris: over 26% of North African students and over 30% of students from Asia and Oceania attend schools in Ciutat Vella, and more than 35% of students from Africa (excluding the North), and almost 20% of Latin American students attend schools in Nou Barris.

Figure 18. Students by nationality and district. Barcelona 2010-2011



Note: students enrolled at schools that follow foreign syllabuses were excluded. Source: Authors, based on statistical data on education. Department of Education. Government of Catalonia.

2.4.3. Ownership of schools

During the 2010-11 academic year, almost 40% of all primary- and secondary-school students (3 to 16 years) in Barcelona attended public schools. This percentage exceeded 50% in the districts of Ciutat Vella, Nou Barris and Sant Martí. By contrast, less than 30% of students from the districts of Sarrià-Sant Gervasi and Les Corts attended public schools.

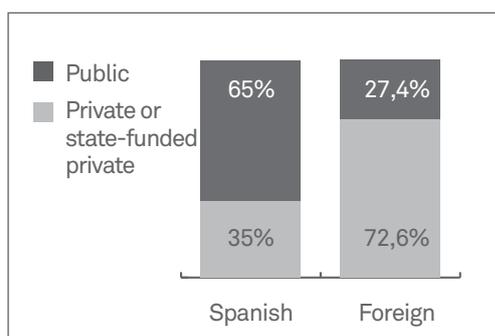
2.4.4. School failure

The rate of school failure in the last year of secondary education stood at 15.59% in the 2010-11 school year. Although the rate has declined since 2006-07 (18.1%), the improvement has levelled off somewhat since 2008-09. Given the importance of a secondary education for securing a job with the right conditions (Figure 20), it is still a considerable rate. Although the overall rate of absenteeism in Barcelona's

schools during the 2010-2011 year was 0.73, this figure was doubled by three districts: Ciutat Vella (1.94), Sants-Montjuïc (1.17) and Nou Barris (1.83), which are also the districts with the worst employment and educational conditions, as seen previously. It is important to stress that a student's inclusion process can be hindered if he or she is admitted to the school halfway through the school year. The following table contains data on enrolments and departures from schools in the 2010-2011 academic year.

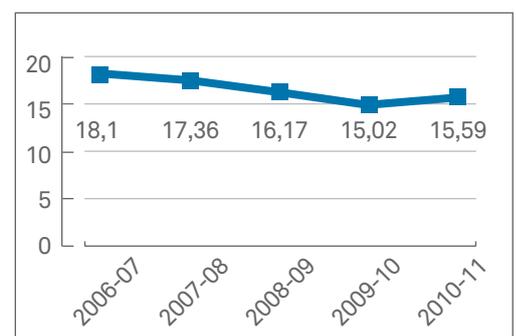
Another indicator that is indirectly concerned with education but which is dealt with by a socio-educational approach is juvenile delinquency. In 2011, across Barcelona, 1,207 children and adolescents were dealt with by the Juvenile Justice System, a figure that has been declining slowly but steadily since 2006 (Table 14).

Figure 19. School sector by student nationality. Barcelona. 2012-2011 academic year



Note: students enrolled at schools that follow foreign syllabuses were excluded. Source: Authors, based on statistical data on education. Department of Education. Government of Catalonia.

Figure 20. Change in school failure in the last year of secondary education. Barcelona 2006-2011



Source: Authors, based on data from the statistical compilation L'escolarització a la ciutat de Barcelona. Curs 2010-2011 of the Barcelona Education Consortium.

Table 13. Enrolments and departures from schools during the 2010-2011 academic year. Barcelona

| | 2001 | 2007 | 2008 |
|----------------------|-------------|-------------|-----------|
| Pre-school | 1,806 | 1611 | 195 |
| Primary 2,356 | 2370 | 2370 | -14 |
| Compulsory secondary | 1965 | 2136 | -171 |
| Total | 6127 | 6117 | 10 |

Source: statistical compilation L'escolarització a la ciutat de Barcelona. 2010-2011 school year. Barcelona Education Consortium. The data refer to the period from 7/9/2010 to 28/3/2011.

Table 14. Minors with hearings, by sex and age. 2006-2011.

| Year | Barcelona | | Catalonia | |
|-------------|-----------|-------|-----------|-------|
| | Boys | Girls | Boys | Girls |
| 2006 | 1,219 | 333 | 6,091 | 1,272 |
| 2007 | 1,186 | 310 | 6,280 | 1,374 |
| 2008 | 1,091 | 248 | 6,138 | 1,267 |
| 2009 | 1,101 | 229 | 6,003 | 1,217 |
| 2010 | 1,077 | 231 | 5,882 | 1,212 |
| 2011 | 978 | 229 | 5,641 | 1,247 |
| Age | Boys | Girls | Boys | Girls |
| 14 years | 16 | 11 | N/A | N/A |
| 15 years | 82 | 21 | N/A | N/A |
| 16 years | 131 | 56 | N/A | N/A |
| 17 years | 224 | 48 | N/A | N/A |
| 18-25 years | 525 | 93 | N/A | N/A |

Source: Directorate-General for Community Law Enforcement and the Juvenile Justice System. Department of Justice. Government of Catalonia.

2.4.5. Coverage

Free education is now a right for all children aged 6 to 16 years. The early schooling of children (between 3 and 5 years) is also widespread. Hence, the schooling demands of children between the ages of 6 and 16 years in Barcelona are more than 100% covered at public and private schools.

This percentage is also applicable to A-level studies. There are, however, two important exceptions: public nursery schools, which cover 56.7% of demands, and intermediate and advanced-level professional training, which cover 86.6% and 71.8%, respectively (Table 15).

Other socio-educational activities of the city not covered under formal or compulsory education include children's play centres, activity centres and Open Centres. Barcelona has

a network of 45 play centres and activity centres located throughout the city. The districts with the most children who use these centres are Sant Martí (713 children in 2011), Sants-Montjuïc (506 children) and Nou Barris (462). Nonetheless, the neighbourhood with the highest usage levels for the number of children living there is Ciutat Vella, with 3.18% of children.

Open Centres are another key resource for socio-educational activity in the city. In 2011, the City Council and the Network of Open Centres for the Care of Children and Adolescents ran a total of 17 integration and socio-educational activity centres for children up to the age of 16, which were attended by 1,591 children (Table 16).

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Table 15. Supply and demand at pre-enrolment. Public and state-funded schools. Barcelona. 2010-2011 school year

| | Places | Applications | Coverage |
|--|--------|--------------|----------|
| Nursery schools | 5,400 | 9,522 | 56.7% |
| Children's education | 15,284 | 14,850 | 102.9% |
| Primary education | 4,462 | 2,884 | 154.7% |
| Compulsory secondary education | 10,125 | 7,747 | 130.7% |
| A-level | 4,594 | 3,727 | 123.3% |
| Intermediate-level vocational training | 6,655 | 7,687 | 86.6% |
| Advanced-level vocational training | 8,852 | 12,337 | 71.8% |
| Art and design | 1,011 | 467 | 216.5% |

Table 16. Social and community development by district. 2011

| Services | Ciutat Vella | Eixample | Sants-Montjuïc | Les Corts | Sarrià-St.Gervasi | Gràcia | Horta-Guinardó | Nou Barris | Sant Andreu | Sant Martí | BARCELONA |
|--|--------------|----------|----------------|-----------|-------------------|--------|----------------|------------|-------------|------------|-----------|
| Play centres and activity centres | | | | | | | | | | | |
| Centres | 6 | 3 | 3 | 2 | 3 | 3 | 8 | 7 | 3 | 7 | 45 |
| Children enrolled | 352 | 300 | 506 | 187 | 208 | 97 | 457 | 462 | 210 | 713 | 3,492 |
| Summer holidays for children and teenagers | 8,385 | 17,540 | 8,909 | 6,625 | 6,733 | 12,148 | 12,811 | 9,126 | 9,861 | 21,937 | 114,075 |
| Places available | 4,286 | 9,427 | 3,741 | 3,363 | 4,443 | 6,111 | 6,825 | 4,560 | 4,901 | 10,881 | 58,538 |
| Participants | 51.1 | 53.7 | 42 | 50.8 | 66 | 50.3 | 53.3 | 50 | 49.7 | 49.6 | 51.3 |
| Places filled (%) | 593 | 536 | 425 | 126 | 141 | 342 | 763 | 813 | 424 | 1,010 | 5,173 |
| Open Centres | | | | | | | | | | | |
| Centres (1) | 1 | 7 | 1 | 0.5 | 0.5 | 0 | 0 | 2 | 3 | 2.5 | 17 |
| Children attending | 11 | 70.3 | 43 | 48 | 75 | 0 | 0 | 212 | 273 | 126 | 1,591 |

Note: (1) A value of 0.5 means that the facility is shared with another district. Source: Department of Research and Knowledge. Area of Quality of Life, Equality and Sport. Barcelona City Council.

2.5. Health and welfare indicators

One of the strategic aims of the Health Delegation is to promote and safeguard the health of the population. The Barcelona Public Health Agency (Agència de Salut Pública de Barcelona, ASPB) is charged with the task of protecting public health. In the performance of its duties, the ASPB systematically monitors the city's health data, which it draws from a variety of sources (hospitals, primary care clinics, birth and death registers, etc.) and analyses for a general picture of the health of the population. This monitoring activity culminates in the annual publication

of a report on health in the city, which is then used to determine the priorities in health action. The ASPB also conducts the Barcelona Health Survey every four years, which covers aspects of health and lifestyle, socio-economic issues and the use of health services and application of preventive practices by the population (the last survey was conducted in 2011). In addition, for a fuller insight into health in Barcelona, the ASPB carries out studies on specific health issues, such as breast cancer, mental health and drug abuse.

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2.5.1. General data on health status

The Barcelona Health Survey (Enquesta de Salut de Barcelona, ESB) provides a clear diagnosis of the health status of the population and of the latter's perception of this status. In 2011, 81.2% of the population (84.6% of men and 78.2% of women) considered their health to be good, very good or excellent. This rate has increased since 2006. With regard to perceptions of poor health, 15.4% of men and 21.8% of women considered their health to be not very good or poor, which reveals an imbalance with regard to sex.

Other findings of the 2011 ESB were that 50.3% of men and 59.3% of women have a chronic condition, the number of under-25s who regarded themselves as underweight has declined (13.6% and 41.1% of women), and the numbers of regular smokers have fallen to 22.2% of men and 15.8% of women.

The 2011 ESB reveals other findings in relation to quality of life. One of these is that 84.1% of people over the age of 15 say that they walk for at least ten minutes every day and 25.4% of men and 15.7% of women say that they do intensive physical exercise in their spare time.

2.5.2. Teenage pregnancy

Unplanned and – in the majority of cases – unwanted pregnancies are a risk factor for teenagers. In 2011, 547 pregnancies were registered in women aged 12 to 18 years, of whom 125 gave birth and the other 77% had abortions. These figures have nonetheless been declining steadily since 2008.



2.5.3. Mental health

Psychological suffering is one of the indicators obtained from the ESB, through the GHQ-12 test, which allows us to gauge the risk of mental health problems. According to the 2011 Health Survey, 11.1% of men and 16.8% of women living in Barcelona suffer from psychological distress.

This value appears to be related to the type of work, since psychological suffering in unskilled female workers is in the region of 17.2%, while female managers, qualified professionals and senior technicians obtain an average score of 13.7% (Figure 2).

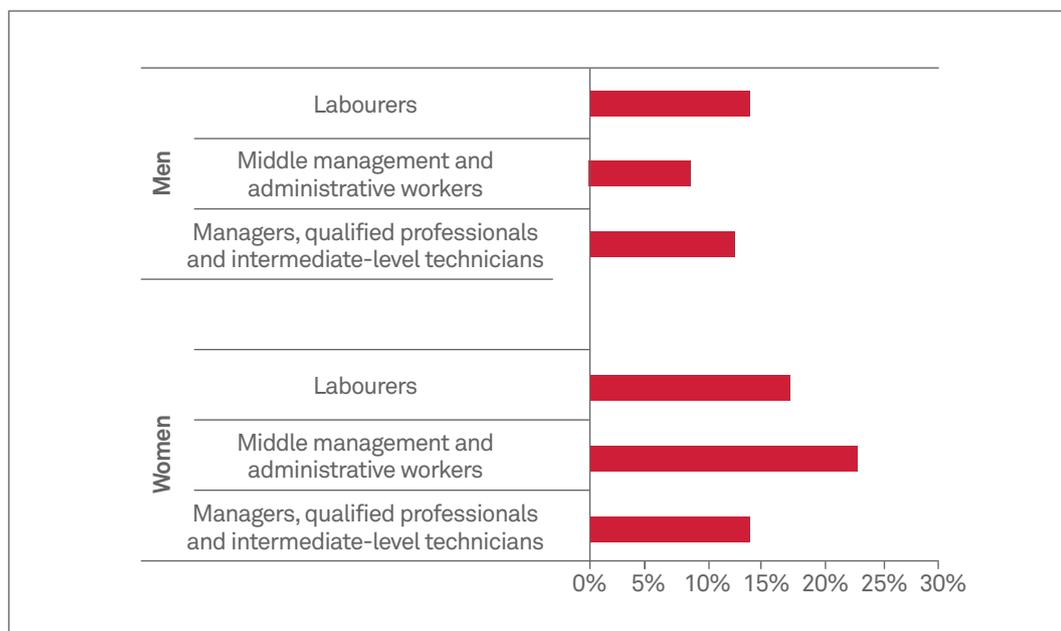
Nonetheless, despite the increase in 2010 figures in people attending adult centres for mental illness (37,092 in 2011), the overall trend is downward. The care of children and young people has increased over the period, with a total of 7,657 children seeking treatment in 2011. This upward trend can also be observed in the numbers of people being treated at hospitals and day centres (Table 17).

Table 17. Table 17. Development in the numbers of individuals receiving treatment for mental illness in Barcelona. 2007-2011.

| Individuals receiving treatment | 2007 | 2008 | 2009 | 2010 | 2011 |
|---------------------------------------|--------|--------|--------|--------|--------|
| Adult centres | 44,758 | 34,898 | 34,925 | 36,083 | 37,092 |
| Centres for children and young people | 6,269 | 6,953 | 7,239 | 7,669 | 7,657 |
| Hospitals and similar | 4,803 | N/A | 4,829 | 5,337 | 4,478 |
| Day care centres | 1,395 | 1,516 | 1,504 | 1,641 | 1,539 |

Source: Barcelona Public Health Agency.

Figure 2. Psychological distress by occupational category and sex. Barcelona 2011



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2.5.4. Tuberculosis and AIDS

In 2011, Barcelona had 404 residents with tuberculosis, of whom 79 lived in Ciutat Vella. A decline can be observed in this disease despite the surge of 2009 (Table 18). As of September 2012, 2,327 cases of AIDS have been detected, mostly among people living in Ciutat Vella, the Eixample and Gràcia (Table 19).

Table 18. Cases of tuberculosis in Barcelona residents by district. 2009-2011

| Districts | TUBERCULOSIS | | |
|---------------------|--------------|------------|------------|
| | 2009 | 2010 | 2011 |
| Ciutat Vella | 64 | 104 | 79 |
| Eixample | 61 | 53 | 43 |
| Sants-Montjuïc | 49 | 52 | 52 |
| Les Corts | 8 | 22 | 7 |
| Sarrià-Sant Gervasi | 22 | 19 | 13 |
| Gràcia | 24 | 26 | 29 |
| Horta-Guinardó | 28 | 23 | 42 |
| Nou Barris | 40 | 40 | 47 |
| Sant Andreu | 36 | 36 | 35 |
| Sant Martí | 45 | 47 | 48 |
| Unknown | 15 | 7 | 9 |
| TOTAL | 392 | 429 | 404 |

Source: Barcelona Public Health Agency.

Table 19. Distribution of living AIDS cases diagnosed between 1987 and 2011, and of living HIV cases diagnosed between 2001 and 2011, in Barcelona residents. Barcelona 2009-2012

| Districts | AIDS | | | HIV |
|---------------------|--------------|--------------|--------------|--------------|
| | 2009 | 2010 | 2011* | 2012* |
| Ciutat Vella | 443 | 448 | 416 | 370 |
| Eixample | 421 | 429 | 410 | 823 |
| Sants-Montjuïc | 343 | 347 | 328 | 375 |
| Les Corts | 69 | 67 | 65 | 72 |
| Sarrià-Sant Gervasi | 147 | 140 | 138 | 122 |
| Gràcia | 171 | 178 | 164 | 158 |
| Horta-Guinardó | 184 | 188 | 182 | 119 |
| Nou Barris | 229 | 225 | 212 | 116 |
| Sant Andreu | 136 | 141 | 127 | 90 |
| Sant Martí | 261 | 263 | 244 | 167 |
| Undetermined | 43 | 41 | 41 | 1,469 |
| TOTAL | 2,447 | 2,467 | 2,327 | 3,881 |

Source: Barcelona Public Health Agency. *Data up to September 2012.

2.5.5. Drug use

In 2011, 7,095 patients with drug addictions were treated at municipally owned care and monitoring facilities, mainly for problems related to alcohol and heroin (Table 20). The number of cases detected and treated between 2009 and 2010 has levelled off somewhat.

The 2011 Health Report concluded that cannabis was the substance responsible for the most first visits to the Drug Advisory Service by adolescents, although the problematic consumption rate is far lower than in previous years. Alcohol is the drug with the highest number of

first visits to care centres, with similar rates for activity generated at treatment and monitoring centres to those of cocaine and opiates; these rates are 44.9%, 19.1% and 15.7%, respectively.

The report states that the substance generating the most patients is alcohol, accounting for 34% of men and 36.9% women, followed by heroin, which accounts for 29.1% of men and 24% of women. The absolute number of deaths from acute adverse reaction to illegal substances has remained stable over the years (around 60 deaths per year), although a decline was observed between 2007 and 2008.

Table 20. Patients treated at municipal treatment and monitoring centres by main substance of abuse. Barcelona 2007- 2011

| Patients treated | 2007 | 2008 | 2009 | 2010 | 2011 |
|-------------------------------|--------------|--------------|--------------|--------------|--------------|
| Alcohol | 2,291 | 2,505 | 2,475 | 2,487 | 2,470 |
| Heroin | 2,381 | 2,374 | 2,123 | 2,086 | 1,975 |
| Cocaine | 1,279 | 1,389 | 1,373 | 1,287 | 1,146 |
| Other (1) | 825 | 874 | 1,012 | 1,376 | 1,504 |
| Total patients treated | 6,776 | 7,142 | 6,989 | 7,221 | 7,095 |

(1) Other: cannabis, amphetamines, synthetic drugs, tobacco and benzodiazepines. Source: Addiction Prevention and Care Unit. Barcelona Public Health Agency.

2.5.6. Suicide

There are no clear trends in the number of suicides between 2007 and 2010, as illustrated by the table below.

Table 21. Trend in suicides by age and sex. Barcelona 2007-2010

| Year | Total | 5-14 years | 15-24 years | 25-34 years | 35-44 years | 45-64 years | 65 and over |
|-------------|-------|------------|-------------|-------------|-------------|-------------|-------------|
| 2010 | | | | | | | |
| Men | 84 | 0 | 3 | 12 | 18 | 23 | 24 |
| Women | 48 | 0 | 1 | 0 | 5 | 10 | 9 |
| 2009 | | | | | | | |
| Men | 90 | 0 | 6 | 9 | 15 | 22 | 28 |
| Women | 28 | 0 | 3 | 7 | 11 | 17 | 11 |
| 2008 | | | | | | | |
| Men | 80 | 0 | 4 | 6 | 15 | 34 | 31 |
| Women | 49 | 0 | 1 | 2 | 4 | 13 | 8 |
| 2007 | | | | | | | |
| Men | 80 | 0 | 2 | 9 | 18 | 33 | 22 |
| Women | 25 | 0 | 0 | 7 | 7 | 18 | 16 |

Source: Register of Deaths of Barcelona. Barcelona Public Health Agency.

2.6. Cultural indicators

The Barcelona Social Inclusion Plan for 2012-2015 draws on the experience gained by the City Council in its work to build a more inclusive and cohesive Barcelona. As a result of this work and with a view to incorporating the considerations raised by the mapping of experiences 1.0⁹ (February 2011) and numerous studies¹⁰ conducted on this topic over recent years, it has decided to include another area of social inclusion focusing on culture. Both the mapping and the theoretical basis have highlighted the need to incorporate the cultural dimension as a factor of inclusion/exclusion, with a particular focus on cultural inequalities.

Cultural inequalities are taken to mean those affecting access to educational

and cultural capital and the social ties that create social capital. One of the biggest factors in cultural inequality concerns access to and the use of new information and communication technologies (ICTs), which have become virtually indispensable tools for communication in modern society. One positive observation in this regard is that the rate of households without Internet access in Barcelona has fallen; nonetheless, almost 25% of households still had no Internet connection in 2011.

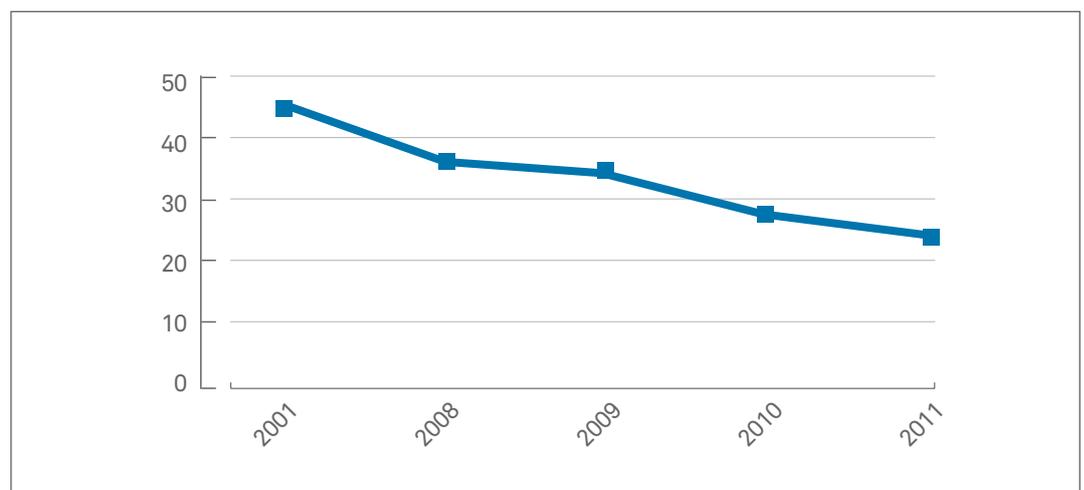
The opportunities opened up by digital language are neither widespread nor evenly distributed. The following set of indicators has been taken from the Survey on the Equipment and Use of Information and Communication Tech-

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Figure 21. Trend in households without Internet access (%). Barcelona 2007-2011



Source: Authors, based on data from the Survey on the Equipment and Use of Information and Communication Technologies in Households. INE.

⁹See Annexes.

¹⁰See Annexes.

nologies in Households, conducted by the Spanish National Statistical Institute (Instituto Nacional de Estadística, INE) in 2011. Although the data concern Spain as a whole, some of the indicators can help us to comprehend the scale of the phenomenon.

The figure below illustrates the differences in ICT use by age. The younger cohorts reveal higher usage rates and there is a decline with each generation in both the use of computers and the Internet. The penetration of computers and the Internet is also directly related to the net income of the household, as shown in the following figure.

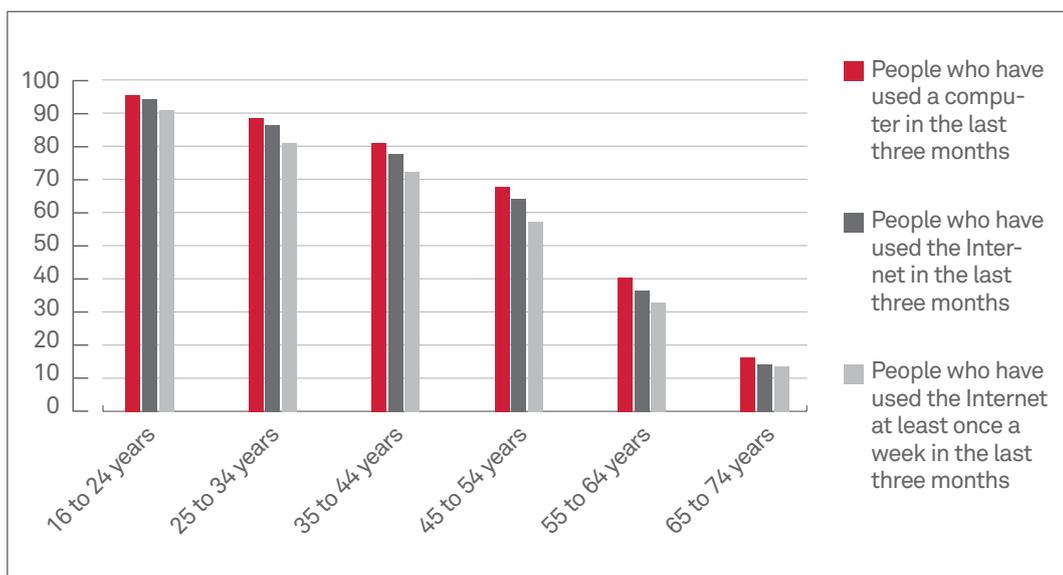
As net income increases, so too does the possibility of having a computer

and an Internet connection in the home. Households with incomes of less than €1,100 differ from households with higher incomes by more than 50 percentage points.

Individuals with a higher educational level obtain the highest percentages (up to 100%) while illiterate people have the lowest rates (0% for Internet purchases).

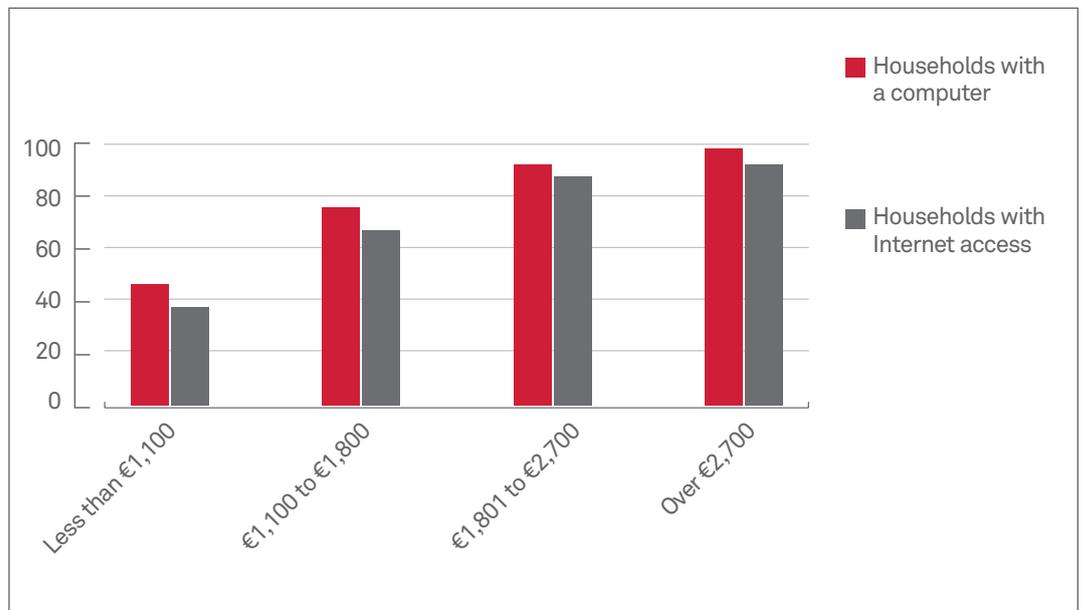
As with net household income, the relationship between ICT use and educational level is directly proportional. The figure below illustrates this relationship (Figure 24).

Figure 22. ICT use by age in Spain. 2011 (%)



Source: Survey on the Equipment and Use of Information and Communication Technologies in Households, 2011. INE.

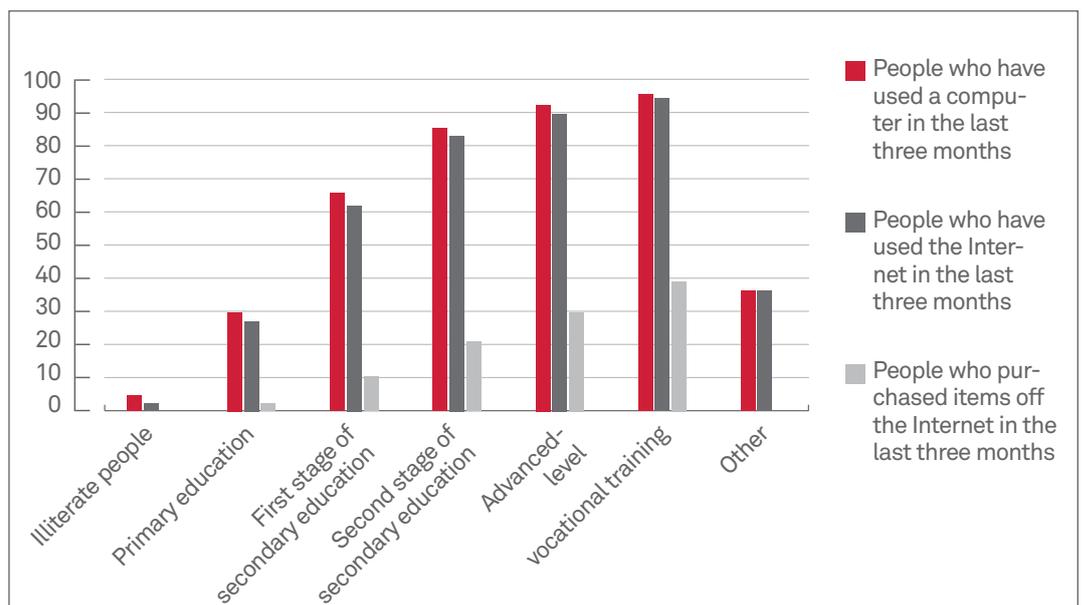
Figure 23. ICT use based on net household income. Spain 2011 (%)



Source: Survey on the Equipment and Use of Information and Communication Technologies in Households, 2011. INE.

If we analyse the data by employment status, students obtain the highest percentages. This is partly because students are younger than the other groups. By contrast, pensioners (the bulk of whom are senior citizens) and housewives obtain the lowest percentages (Table 22).

Figure 24. ICT use by educational level. Spain 2011 (%)



Source: Survey on the Equipment and Use of Information and Communication Technologies in Households, 2011. INE.

Table 22. ICT access by educational level and employment status. Spain 2011

| | | People who have used a computer in the last three months | People who have used the Internet in the last three months | People who purchased items via the Internet in the last three months |
|----------------------|------------------------------------|--|--|--|
| By educational level | Illiterate people | 4.7 | 2.2 | 0 |
| | Primary education | 30.3 | 27.6 | 2.9 |
| | First stage of secondary | 65.9 | 62.7 | 10.8 |
| | Second stage of secondary | 85.5 | 83.3 | 21.7 |
| | Advanced-level vocational training | 92.7 | 90.5 | 30.5 |
| | Higher education | 95.7 | 95.1 | 39.6 |
| | Other | 36.4 | 36.4 | 0 |
| By employment status | Working population - employed | 83.3 | 81.1 | 25.8 |
| | Working population - unemployed | 68.2 | 65 | 12.5 |
| | Students | 99.1 | 99.2 | 25.4 |
| | Housewives | 32.6 | 29.4 | 5.8 |
| | Pensioners | 23.4 | 21.8 | 3.9 |
| | Other employment situations | 50.6 | 48.5 | 14.2 |
| | Employees | 84.6 | 82.5 | 26.3 |
| | Self-employed | 77.6 | 74.5 | 23.7 |

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Note: Employment status: the figures for this variable were obtained by self-classification at the interview.
Source: INE

2.7. Indicators on individual and collective rights

2.7.1. Breach of civil rights in the city

Complaints are still being filed for civil rights violations in the city. In 2011, the Office for Non-Discrimination (OND) dealt with complaints from 508 people.

Of these, 39% were lodged against institutions and companies, and 20% against individuals. The cause of the discrimination in the majority of cases was immigration, which accounted for 41% of complaints to the OND.

The second biggest cause of discriminations was from various groups, including sex workers.

2.7.2. Women

Women still represent a large segment of the population that suffers discrimination. Despite the advances of recent years, there are still indicators revealing the difficulties that women face juggling their private lives, family and work, getting promoted to management positions and moving up in their careers.

For example, there is no correspondence between the number of women with intermediate and advanced studies and the number of women in senior positions in a wide range of organisations.

There is still a significant wage gap between women and men, as shown by IDESCAT statistics. Part-time contracts, reduced working hours and other reconciliation measures are used mainly by women. Similarly, the number of companies with equality plans that implement reconciliation measures and teleworking is below 50%.

One relevant indicator of quality of life relates to the sharing of domestic responsibilities: 35.4% of women say that they care for children under the age of 15 and 33.7% of women over 65 years say that they receive no help. These figures are much lower in men according to the 2011 Barcelona Health Survey.

In the case of sex workers, their vulnerability increases exponentially.

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2.7.3. Lesbian, gay, bisexual and transgender individuals

Discrimination on grounds of sexual orientation continues to exist and can take the form of homophobia, school bullying, discrimination at work, in leisure and entertainment, in sport and at retirement homes for the elderly.

According to the diagnosis made by the City Council in its Municipal LGBT Plan for 2010-2015, Barcelona can be regarded as an open-minded city that respects diversity. However, the respondents whose opinions formed the basis of the diagnosis agreed that the public space is still considered heterosexual and that homophobic and transphobic attacks are still occurring.

The diagnosis also reveals strong concerns about education, where urgent measures are considered necessary to combat the harassment faced by many youths.

The groups requiring the most urgent action according to the Plan's diagnosis are transgender individuals (the target of most discrimination), elderly people from the LGBT community, who are usually more socially isolated and rely on services and institutions where they are unable to live out their gender identity or sexual orientation naturally, and newcomers to the city.

2.7.4. Roma

Roma are another group that still suffers discrimination. According to the EU Agency for Fundamental Rights (FRA), 9% of Roma aged 7 to 15 years in Spain do not go to school, which is in stark contrast to the 1% of the rest of the population who do not attend school. Moreover, just 15% of girls complete their secondary education. The general figure of the population in paid employment (excluding self-employment) in Spain overall is just under 42%, whereas, for Roma, this rate is less than 20%. Lastly, 90% of Roma live below the poverty line.



Strategic Lines, Objectives and Actions Strategy for Implementation Part II



INTRODUCTION

Any attempt to draw up a set of social inclusion policies to implement in Barcelona requires a preliminary, in-depth analysis of the status quo in the city. Based on the eight areas of inclusion outlined in the conceptual framework, a diagnosis has been made of the current state of affairs, which has been combined with demographic indicators and indicators on the rights of individuals and groups.

The rising unemployment rate and job insecurity are putting many individuals and families at risk, who need increasingly more financial support to make ends meet. One consequence of this economic destabilisation is the loss of their homes, which has left many people vulnerable and facing a high risk of social exclusion. The high unemployment rate is also a concern for young people, who face increased job insecurity while studies are becoming an increasingly less attractive option.

The progressive ageing of society highlights the importance of adapting the city to its older residents, and the relevance of the implementation of the

Law on the Care of Dependent Persons. Implementation of this legislation is vital for people with disabilities, for whom there are still barriers preventing them from leading an independent life.

Other factors to take into account when assessing social inclusion and cohesion relate to the paradigm shift in migratory matters, which now requires attention to be focused on integration policies and for reception policies to be put to one side. Immigration is the most common cause of discrimination, as confirmed by the Office for Non-Discrimination, which dictates the need for involvement in integration policies.

The consequence of all this is that we must keep working towards a more inclusive and cohesive Barcelona. It is a priority of the municipal government to build a city of people, a city where well-being and quality of life are everybody's to enjoy. With this in mind, the Barcelona Social Inclusion Plan for 2012-2015 has been drafted as the key instrument for combating the factors of exclusion that still exist in the city.

1. VISION FOR 2015: BARCELONA, THE LONG ROAD TO SOCIAL INCLUSION

Our roadmap provides a short- to medium-term vision for the social inclusion policy that will guide decision-making in this area over the coming years, drawing on its lines, values and consensus.

Barcelona City Council advocates a model that guarantees the rights of citizens and the well-being of its residents by fostering their full integration in education, employment, social affairs, housing, relationships, civic dealings and politics, and by caring for the health of its residents and giving them the opportunity to obtain sufficient and stable incomes to enjoy a dignified life in the city. The municipal government is prepared to do whatever is necessary to allow everybody to enjoy their rights as citizens in the city.

Barcelona has always worked hard to promote social inclusion and cohesion. Back in the time of Franco, neighbourhood movements expressed their concerns about poverty and its consequences. When the democrati-

cally elected council came to power in 1979, it introduced planning policies designed to "extend the city" to more disadvantaged neighbourhoods. In the 1980s, Barcelona was also pioneering in its commitment to social policies, launching programmes targeting specific risk groups, such as children and young people, women and the unemployed. Social policies were subsequently introduced as the Government of Catalonia began to build its welfare state.

In recent years, an effort has been made to coordinate actions targeting risk groups with social organisations from the tertiary sector, which play an important role in this area. This took place in the context of a dual consensus, both political and social, that has ensured the continuity and reinforced the effectiveness of the social policies. Welfare policies have traditionally received the backing of the municipal government and the opposition, and also receive widespread support from social organisations and the public.



1.1. The value of a cohesive and inclusive city

Barcelona's goal is to become an inclusive city through the concerns of its government, municipal groups, civil society and residents. Both the Council and the residents of the city share the conviction that social cohesion and good relations among residents, the result of a commitment to inclusion and other factors, strengthens us as a city and as a society.

Over the coming years, we will need to put all our effort into holding on to this strength, as it will help us to overcome the crisis and take every opportunity that comes our way when we finally do.

In Barcelona, social cohesion is based on three main areas: public action, individuals and families, and networks of relations.

a) Public action

The Plan adopts a proactive approach for public action. The City Council has to know what its residents need in order to guarantee benefits and services.

The municipal services need to provide tools and instruments that will promote an inclusive and cohesive environment, always on the premise that the authorities will require the collaboration of social associations and citizens for the social reintegration of a marginalised person and to prevent the exclusion of people at risk.

b) Individuals and families

People need to be the focus of municipal services and policies. The Plan seeks to equip them with skills and boost their independence. In our society, families are a basic network of solidarity and social protection. The Plan seeks to strengthen the right and real possibilities of families to become spaces for relational and social inclusion, generating synergies and complementarities with other areas.

c) Relational networks

Social scientists use the term "social capital" to refer to our diverse networks of relations (family, neighbours, friends, associations, etc.). These networks play a vital role in inclusion, acting as spaces for socialisation and integration into civic life and mobilising support when somebody in the network is in difficulty. This is another positive traditional factor in Catalan society and in densely populated cities. Barcelona has an extensive network of third-sector associations that perform basic tasks to promote the social inclusion of all residents of the city. We must recognise and maintain the positive factor represented by this extensive "social family". These networks give their members opportunities, information, resources and support in hard times, all on a familiar level to the member.

The Plan seeks to bolster the tertiary sector, volunteering and associations in general. It will also foster actions aimed at building trust with the tertiary sector in order to establish partnership agreements and define a **joint strategy** for inclusion.

1.1.1. Promoting social cohesion in times of crisis

The city government will maintain and improve public services, especially given that it will be essential to create new areas for consensus with the tertiary sector and enterprise, and to increase the social accountability of society in general.

Over the coming years, as we continue working to eradicate the traditional forms of inequality, new forms of exclusion could emerge, affecting individuals and groups that were not previously at risk.

We need to prevent social needs from becoming greater, more complex and more dynamic. To achieve this, the City Council has adopted a commitment to increase social spending and to insist that other government authorities fulfil their obligations to the city. One example of this is that the Plan will require the Government of Catalonia to meet its commitments under the Facilities Convention of 2005-2007.

What action should we take in these circumstances? Which answers will be the right ones for the context? We believe that difficult times call for priorities to be made. We must prevent wherever possible and we must adopt a comprehensive and transversal approach. We must work at the local level and we must mobilise and coordinate all of the city's resources. In times of crisis, we must strengthen our commitment to combating inequality and new forms of exclusion.

1.1.2. Prioritising by focusing on the specific needs of the most vulnerable

This means focusing on groups with greater numbers of and more serious risk factors. When we take action to help these groups, we need to focus our attention on their specific needs and the specific elements

that are causing or could create real exclusion risks. Efforts to include children and adolescents should be given special attention.

1.1.3. Prevention work, based on two complementary approaches

The emphasis should be on prevention, with a focus on two points of the spiral of exclusion:

» The preliminary or initial phase of social exclusion. When a person or family is vulnerable or at risk of losing – or having already lost – ties of inclusion, the actions should be directed at averting this loss and stabilising the situation. The focus should be on preventing the individual from entering a situation of severe social exclusion.

» In the early phase of exclusion, high-impact strategies should be used with the aim of preventing situations of exclusion from turning chronic.

1.2. Holistic and transversal focus of the actions

To put these guidelines into practice, the City Council and third-sector associations need to adopt a holistic approach and transversal focus, both as regards the situation and the identification of individuals and families at risk and specific actions.

A holistic, mainstreaming approach is essential if we are to effectively resolve situations that are, by definition, multifaceted. Prevention and giving individuals a way out of their exclusion requires coordinated and simultaneous action targeting the various factors that create the risk for that specific case.

With regard to public services, actions need to be coordinated between all areas and all departments involved in quality of life and equality. This requires strengthening the channels of communication and coordination between municipal services and other public institutions that play a role in the welfare system and social protection. Examples of these include the Department of Welfare and Family, the Catalan Employment Service, the Education, Health and Social Services consortia, the Public Health Agency, the prison services and juvenile justice system, the Administration of Justice and the security forces.

1.2.1. Mobilising all of the city's resources: public, social, civic and business

At times like these, we need to mobilise and join forces. Barcelona has managed to stir consciences and encourage people to contribute when it has faced major challenges in the past.

The Barcelona brand is now recognised all over the world, associated with solvency, responsibility and rigour. It is also identified with innovation, work ethic, quality, research

and public/private cooperation, all of which are positive values that we must uphold and strengthen. The tertiary sector is a key player and a vital element of the social inclusion policy and we need to make this role even more significant. With its cooperation, the authorities responsible for the well-being of citizens will help shape the ongoing construction of a social model that prevents and takes action against social exclusion and, when this does occur, provides support, services and tools to the people excluded.

The City Council will lead this mobilisation of public and social actors through the Civic Agreement for an Inclusive Barcelona and it will launch other processes to expand on the resources mobilised and create spaces for sharing knowledge and exchanges to specify transversal actions. It must reach out to citizens on an individual level to join the fight for quality of life, equality and civil rights

– through formal and informal models of volunteering, civic engagement and good neighbourliness – and to our business sector, giving companies the possibility of getting involved in social inclusion projects through diverse means or through their own corporate social responsibility programmes.

1.2.2. Providing a response to neighbourhoods at a local level and by acting with the community

The municipal government of Barcelona must lead the response to the new challenges of social inclusion of the twenty-first century with new solutions. A local approach is essential because exclusion affects very large areas and because actions aimed at inclusion need to be carried out in the neighbourhood and by the neighbourhood.

Hence, the involvement of neighbourhood organisations, both large and small, together with community work should be the norm for this action.

The spatial dimension takes on greater importance when a given action can have an impact on relations between residents or on perceptions of safety. Hence, actions in the neighbourhoods should be geared towards strengthening social capital and building trust among residents through dynamics of community action.

The goal is for people to feel part of a community where they are at the heart of the political action. Now, in times of economic crisis and the crisis in values, collective living is more relevant than ever. The community has to cover the needs that its members cannot guarantee by themselves.

1.2.3. Institutional coordination for addressing a reality that transcends the city

Barcelona needs to approach social cohesion from a metropolitan standpoint too. The urban continuum that shapes the city's metropolitan area requires the coordination of certain actions with neighbouring towns. For example, it will be necessary to coordinate the institutions of the city's metropolitan area, especially those of adjacent towns, in order to tackle a situation that extends beyond the city limits.



1.3. The City Map

The strategic map that forms the cornerstone of the whole objective-based planning and management model is referred to by the Council as the “City Map”. This map contains the main aims for the term of office in question and sets out the expected end results of the municipal action.

The City Map contains a series of elements:

» The **organisational vision** is the motto found at the top of the City Map. It captures the essence of what we want to achieve in the long run. Another key element are the organisational values.

» The **strategic lines** are those that help us to achieve the vision. Each of the objectives of the City Map makes a major contribution to one of these priority strategic lines.

» The **perspectives** represent the stages of value creation, from the resources to the beneficiaries.

The objectives of the city are the priorities on which the municipal action will focus during the term of office, as defined by the Mayor and his team. The City Map is defined by setting priorities; its purpose is not to record everything that the Council does, but rather to set out the direction that municipal action needs to follow. Other important points with regard to the City Map are:

» It is constructed with a top-down approach: beginning with the vision and strategic lines, followed by the perspective of the beneficiaries, and ending with the perspective of the structure and the resources.

» However, it essentially operates in reverse, with a bottom-up approach: the key resources create the structure needed to obtain the priority results for each beneficiary. And the achievement

of the objectives of the beneficiaries results in the achievement of the vision.

The values

The values set by the Council team represent a radical change of agenda based on the premise of helping to build new bridges between politics and the society they serve. Their purpose is to guide government action over the next four years. These values can be grouped around three principles:

LEADERSHIP: a city with a strong leadership and vision of the future; a capital in the strict sense of the word that promotes regeneration and entrepreneurialism, and adds value to the Barcelona brand.

PROXIMITY: listening and reacting; fairness and firmness.

EFFICIENCY: strategy, the Council as a facilitator, transversal action and teamwork, excellence and ambition with the setting of priorities, partnerships between public and private institutions, optimism and enthusiasm.

2. GUIDING PRINCIPLES OF THE PLAN

2.1. Universality, solidarity and accessibility of social rights

Local authorities must continue working in order to ensure that everybody is able to exercise their social rights, guaranteeing equal access to services of the necessary standard. We must build a city in which everybody is guaranteed the exercise of their rights, allowing them to live a dignified life and exercise their rights of citizenship (taking into account the areas where inequalities arise: sex, age, origin, ethnicity, region and sexual orientation or religious belief).

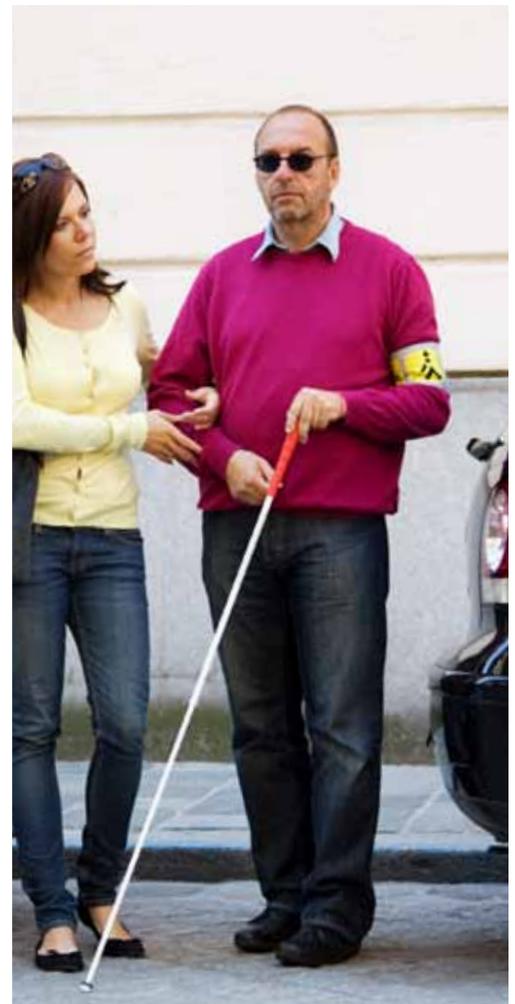
In this joint project for an inclusive and cohesive city, no one can be left behind, which is why our basic services must have sufficient public resources. We need to build a fair city that prioritises equality of opportunity and social justice. We must also work to ensure that civic responsibility and the awareness of our duties as citizens are developed alongside the definition of citizens as holders of rights. Citizenship means having both rights and duties.



2.2. Prevention and proactivity

The current situation dictates the need for public policies that can address the effects of the economic situation on the rights and basic needs of individuals. However, we should not ignore the fact that an even bigger effort needs to be made in prevention, proactivity and social investment if we are to build this cohesive and inclusive society. The authorities need to draw on what they know about the current situation in order to influence the real causes of the problems, however complex they may seem.

We need to take short-term action, but we have to design policies and actions for the medium and long term.



2.3. Mainstreaming and the holistic approach

Given the multidimensional nature of the phenomenon of social inclusion, municipal action needs to be based on the holistic approach; in other words, its treatment of a person must cover all the different aspects and dimensions affecting him or her. Likewise, all municipal actions must incorporate social inclusion as one of the issues to be worked on during the term of government. The principle of mainstreaming emphasises the need to address inclusion from the different areas and sectors of public policy.



2.4. Participation, consensus and shared responsibility

Participation in the design, drafting and implementation of public policies is a laudable value of any democratic system that promotes governance. We must encourage the active and open management of public policies with communication between public institutions and civil society. In our case, the authorities must also ensure the participation of third-sector social associations in the city project by creating links for work and cooperation, and sharing knowledge with it. Social participation will be the key to achieving greater social and political consensus, which will allow us to invoke shared responsibility as the principle of action of the city, a responsibility that must be proportional to the role and responsibilities of each actor in society.



2.5. Proximity

If we are to make public policies more responsive and effective in such a complex and diverse city as Barcelona, we need to adopt not only a global perspective of the city but also one of proximity. This requires two things: firstly, we need to take into account the specific needs of each neighbourhood and district, and secondly, extra efforts need to be made to ensure that the structure is familiar to the individual. It is the Council's aim to ensure services of the required standard based on shared criteria across the city.

The proximity principle requires the authorities to listen to their immediate environment, i.e. residents, neighbourhood associations and movements, and districts, as larger urban areas. By doing so, they can adopt a flexible and cooperative approach to the definition and implementation of policies that are tailored to the needs of individuals and respectful of the social dynamics.



2.6. Focus on individuals and families

Social policy is geared towards the needs of individuals, who are the main target of municipal actions in this respect. Municipal action should be taken in the immediate environment of the individual, which is why the Council will foster new actions in the family and community contexts. Family is the immediate centre of intergenerational living, care, solidarity and the transmission of values.

Family relationships and the positive ties that are generally formed through them allow us to develop as individuals in the context of our reference society. Family diversity is on the rise in our society, both structurally and culturally.

Furthermore, studies of family relationships and the financial resources available to households (or family units) point to the existence of significant intra-family and inter-family inequalities, so any social policy needs to cover the social needs of individuals and their families and, most importantly, the needs of more vulnerable members of society if we are to empower them. For an effective and preventive social policy, municipal action plans and programmes need to focus on three broad areas: the individual, the family, and the community. We need to support families in their parenting role by protecting the rights of children and in their care obligations throughout life by protecting the rights of the elderly. We must mobilise resources to combat the poverty of many families and we must foster actions for the reconciliation of family and work that do not increase the burden on women.

To achieve this, we must also foster a new culture of time and work for day-to-day living that will help structure family life, work and social involvement.

2.7. Actions adapted to the life cycle with gender mainstreaming

In the life-cycle approach, the authorities are alert to the risks that each stage of life can pose for an individual in terms of exclusion. Today, the life cycle is subject to a series of fluctuations that politics has thus far not taken into account. For example, geographical mobility, changing jobs on a regular basis and unstable relations with partners and families all require the authorities to be able to deal with the different stages of life of an individual as a means of prevention.

Our intervention must be adapted to the life cycle in order to reinforce the preventive nature of social policy, put an end to the intergenerational transmission of poverty and exclusion and, ultimately, improve the quality of life and time management of our citizens, all considering the perspective of gender.



2.8. Equality in diversity

A fair, cohesive and pleasant city is one that values diversity in all its contexts, where everyone can get involved in the creation of its joint project. This aim needs to be achieved through equal opportunities for all residents – which includes equal access to participation in social life and the public sphere – with the guarantee of positive action to deal, where necessary, with minorities or conditions of diversity. Equality in diversity requires careful attention in order to comprehend the specific needs of every individual. The Plan will promote gender mainstreaming in all inclusion actions.



2.9. Interinstitutional coordination

Barcelona is the hub of a metropolitan area through which citizens move freely every day without regard for the city limits. In order to cover the needs of this phenomenon, the authorities will need to create instruments for coordination. The city's context requires coordination in social inclusion policies among the different authorities operating in its geographical area.

2.10. Efficiency, transparency and flexible, innovative management

To ensure efficiency, we must first coordinate the resources we already have and, secondly, optimise them. It is the aim of the municipal government to see the resources for inclusion available to the city managed efficiently, which is why it will continue to encourage the exchange of information and experiences with associations, especially those from the tertiary sector. Likewise, transparency must be another of the principles guiding our work. Transparency is needed to build trust and requires us to assume responsibilities. We can use efficiency and transparency to see what was done well and what was not. It is in this sense that we can talk about innovative management. We must work from assessments that allow the design of medium- and long-term policies, as well as from the cumulative experience of the municipal services and the tertiary sector. We must adopt a results orientation, eliminating duplication and reducing bureaucracy by revising by-laws, where necessary.



3. STRATEGIC LINES, OBJECTIVES AND ACTIONS OF THE PLAN

The Plan is structured around four strategic lines that are implemented as objectives and actions. For each strategic line, there is a set of objectives to guide municipal action towards making Barcelona an inclusive city.

The first strategic line relates to the operation of the City Council. We need to work in a more inclusive way, i.e. by adopting a holistic vision and approach.

The second line deals with the incorporation of social inclusion objectives and actions from all areas of the municipal government, not just actions carried out by the Area of Quality of Life, Equality and Sport.

The third line covers the priorities of the local government in social inclu-

sion: social services and care for vulnerable people, food, housing, social and labour market insertion, care for children at risk and care for groups at risk of exclusion. Lastly, the fourth line concerns the joint task to be undertaken by the local authority, local associations and social organisations of the tertiary sector.

The Barcelona Social Inclusion Plan for 2012-2015 will be implemented alongside the Citizen Agreement for an Inclusive Barcelona, with a view to involving both associations and citizens. A political consensus will also be necessary for drafting and implementing the Plan.

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Strategic lines of the Barcelona Social Inclusion Plan for 2012-2015

1. Barcelona City Council, an inclusive local authority

2. Barcelona, an inclusive and cohesive city

3. People and their neighbourhoods, central to policies on quality of life and equality

4. A shared strategy with civil society and citizens

3.1. Barcelona City Council, an inclusive local authority

The Barcelona Social Inclusion Plan for 2012-2015 will introduce actions to ensure a holistic approach, mainstreaming, internal coordination and shared responsibility and institutional coordination in building our inclusive city. All municipal actions must integrate social inclusion and we will need to work with a holistic approach.

Hence, this strategic line develops measures to improve the channels of communication between the different areas of the City Council and the

public in order to understand needs better and to work as one. Other measures also seek to create joint spaces for meeting, exchange and learning for all of the public services involved in social inclusion – be they directly managed, outsourced or government-funded – and joint mechanisms for the monitoring and assessment of results. Nonetheless, technical support to the professionals of the public authorities is key to the incorporation of this holistic and inclusive approach into their work.

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Barcelona city council, an inclusive local authority

Objectives

- A.01. Work towards social inclusion in all municipal areas.
- A.02. Improve coordination in the implementation of inclusive municipal actions.
- A.03. Improve inclusive care for citizens in all areas.
- A.04. Foster academic research on social inclusion.
- A.05. Foster the active transfer of best practices.
- A.06. Promote innovation for social inclusion.
- A.07. Make the City Council a public-sector leader in corporate social responsibility.
- A.08. Approve and implement a municipal instruction on responsible procurement.
- A.09. Develop a shared strategy through the Citizen Agreement.
- A.10. Promote institutional coordination between the Catalan authorities responsible for inclusion.
- A.11. BCN, the inclusive, solidary city and international benchmark.

Actions

- 1.01. Include actions to promote an inclusive Barcelona in the strategies and objectives of all municipal areas.
- 1.02. Incorporate inclusive actions into the Municipal Action Plan and Municipal Investments Plan.
- 1.03. Define and implement an inclusive administration model with actions.
- 1.04. Create a specific, transversal focus group with the task of building an inclusive administration.
- 1.05. Create flexible and effective mechanisms of communication and transversal exchange between the areas of the City Council working on inclusion.
- 1.06. Foster inclusive dealings with citizens by streamlining and cutting back procedures and improving communication channels.
- 1.07. Integrate all service channels (website, telephone, social networks, in situ) into tools and instruments that will make them more inclusive.
- 1.08. Include social clauses in all local authority contracts.
- 1.09. Guarantee the employment insertion of people at risk (at least 5% of hours worked or 5% of the total budget) in all local authority contracts.
- 1.10. Guarantee compliance with the requirement that 2% of staff working for the Council, its independent agencies and public companies must be disabled.
- 1.11. Maintain the required social quota of up to 20% in negotiated and minor Council contracts.
- 1.12. Measure the social return of municipal programmes.
- 1.13. Participate in international networks and assist with the organisation of the World Congress of Educating Cities for Inclusion (2014).
- 1.14. Monitor the adoption and implementation of the new patronage law and align it with the city's policies.

3.2. Barcelona, an inclusive and cohesive city

The transversal and complex nature of a social phenomenon like inclusion requires all areas of municipal administration to think and focus their efforts on this question. Whatever the main purpose of a public policy and regardless of the object, we must be aware that it will always have an impact on inclusion and social cohesion.

With this in mind, for the formulation of objectives and actions for the Municipal Action Plan, each area has outlined the inclusion measures that it will implement during the current term of office. The municipal areas will also define specific actions for social inclusion in their day-to-day tasks. All areas will implement measures to help Barcelona to become an inclusive city, touching on topics such as education, culture, land planning, economy and employment, as well as safety, mobility and resources.

One of the areas that the Department of Safety, Prevention and Mobility will work on improving is road safety, especially among schoolchildren and the elderly, in addition to the Public Transport Service and mobility and transport infrastructure and connections in the metropolitan area. It will also join forces with associations to prevent and deal with conflicts in the community.

Similarly, the Department of Economy, Enterprise and Employment will work on the implementation of a new model of relations between government, business and knowledge centres with a view to fostering economic growth, reorienting employment services to actual demand with new services and programmes, improving the quality and competitiveness of the business sector, supporting entrepreneurship and reinforcing Barcelona's social and labour

market insertion network, among other activities.

The Department of Urban Habitat will also implement a series of measures to help make Barcelona a cohesive and inclusive city. These include improving and simplifying the services of the Housing Offices and researching initiatives for cooperation between the Council, stakeholders and the public with a view to achieving the aims of the Department. Joint efforts will be made to promote the green economy and innovation in this area, improving energy efficiency and environmental quality, while spreading and promoting the culture of sustainability. The Department will also work to make the public space safer and more accessible.

In Education, the number of places and the ratio of teachers to students in nursery schools will be increased. The quality of the school system will be improved, efforts will focus on value-based education, and diverse programmes and instruments will be implemented to further academic success and combat school absenteeism and dropping-out.

In Culture and Knowledge, the tasks include promoting the city's heritage and manifestations of traditional and popular culture as an educational and cohesive element, and defining a network of local cultural facilities to foster education, creation and production. Work will also be carried out to promote Barcelona as a university city of reference.

Lastly, the Resources Area will seek to streamline and enhance its communication channels with the administration, allowing for public participation and interaction, and to create channels for stable relations between the government and associations.

3.3.

People and their neighbourhoods, central to policies on quality of life and equality

The Barcelona Social Inclusion Plan for 2012-2015 will promote new measures to adapt the social services and other services for quality of life and the well-being of individuals to the new phenomena of social exclusion. It will do this from and for the neighbourhood, which is taken as the basic unit for the management of day-to-day life.

Its measures include a reduction in waiting times at basic social services centres in order to deal with everybody who attends the facilities as soon as possible. Some centres will be refurbished and new ones will be opened, including infrastructure for the homeless, people with disabilities, and small children, adolescents and young people. The Plan will promote measures to improve the inclusion of other vulnerable groups, such as the foreign-born population or LGBT individuals.

Despite the specific and sectoral bias of the measures, the Plan aims to ensure that the actions are considered as a harmonious unit that extends beyond their specific areas of activity. The Plan's Monitoring Committee, whose body and functions are outlined in subsequent sections, will oversee this.

All of the measures will be implemented with an autonomy-generating approach that seeks to empower the individuals dealt with by the inclusion services. This is the only way to obtain long-term, sustainable social inclusion and cohesion quotas.

Order of sections:

- Basic social services
- Vulnerable people and those living in poverty
- Food aid
- Housing
- Social and labour market insertion
- Children and family
- Adolescents and young people
- Senior citizens
- Health
- Civil rights
- Women
- Immigration
- People with disabilities
- Sport
- Active citizenship, participation and volunteering



Basic social services

Objectives

- C.01. Improve the quality of care and the efficiency of the centres providing basic social services.
- C.02. Press on with the implementation of the Law on promotion of personal autonomy and care for dependants.
- C.03. Improve and expand the coverage of care lines and home-help services to ensure access to all who need it.
- C.04. Take further steps to transfer specialised social services to the Barcelona Social Services Consortium with a view to raising standards.
- C.05. Consolidate and extend the Radars programme promoting civic collaboration.
- C.06. Work with social associations from the tertiary sector.

Actions

- 3.01. Reduce by 10 days, with the objective of eliminating the waiting lists of the basic social services, without affecting the quality of the service, and improve the response time for care of citizens in those centres.
- 3.02. Finalize the adaptation of all the social services centres in Barcelona to the new model.
- 3.03. Speed up procedures for social assistance by studying the possibility of creating a single file.
- 3.04. Respond to all needs through the municipal social services.
- 3.05. Continue working to achieve, wherever possible within the law, the ratio of social educators by hiring professionals in the basic social services centres.
- 3.06. Improve the response time in drawing up and executing individual care plans (PIA).
- 3.07. Guarantee the coverage of the personal care and cleaning services and distance-care services for all dependent people with the right to those services, recognized by the LAPAD.
- 3.08. Request the transfer, from the Catalan government to the Social Services Consortium, of all specialized social care services.
- 3.09. Guarantee domiciliary care service for all families in a situation of social risk who, based on the evaluation of basic social services, require domiciliary care service by performing socio-educational work with the aim of improving the ability to care for their basic needs and provide care for their children and/or by improving their ability to carry out parental functions.
- 3.10. Extend the Radars programme to different districts of the city.
- 3.11. Activate and potentiate the use of the services of the tertiary sector and other public institutions for social integration of the most vulnerable sectors of the population.
- 3.12. Defend the right to the option of a life independent of the portfolio of social services in Barcelona.
- 3.13. Develop regional social action plans (PAST) in each of the districts and each of the social services centres of the city. *trictes i cadascun dels centres de serveis socials de la ciutat.*



Vulnerable people and those living in poverty

Objectives

- C.07. Develop the programme of care for the homeless while expanding the services and facilities available.
- C.08. Improve the care systems in situations of extreme poverty and coverage of basic food and housing needs.
- C.09. Adjust the number of places currently in soup kitchens to detected need for food.
- C.10. Work on the implementation of the model of intervention in the homeless population in Catalonia, drawn up and agreed between the Catalan government, the social bodies and institutions of Catalonia, by implementing it in the city of Barcelona when it has been approved by the bodies of the Catalan government.
- C.11. Promote a network of publicly run welfare services in the city, based on the knowledge of the real situation and with the active participation of institutions, social agents and the citizens.
- C.12. Consolidate the collaboration agreements between the homeless programme and the mental health programmes.

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Actions

- 3.14. Open new central offices for the Barcelona Social Emergency Centre to cover the whole of the metropolitan area.
- 3.15. Increase funding to cover the basic needs of vulnerable families.
- 3.16. Implement a plan of preventive action in coordination with the basic social services of the area in question to ensure that people are not left homeless.
- 3.17. Set up timely accommodation facilities for individuals and families affected by social emergencies inside the new Barcelona Social Emergency Centre, along with another facility for vulnerable people.
- 3.18. Carry out a comprehensive analysis, taking into account those in charge of health, education, labour market integration, housing, law enforcement and the courts, for the prevention of mental illness among the homeless.
- 3.19. Informal settlements plan
- 3.20. Prevention, information, detection and monitoring of settlements.
- 3.21. Social insertion and independence unit with temporary housing for people living in settlements.
- 3.22. Ordinary social emergency response for people living in settlements.
- 3.23. Offer voluntary return programmes for people living in settlements.
- 3.24. Franja del Besòs Plan



Food aid

Objectives

- C.13. Increase resources and create new instruments and tools for action on the distribution of food aid for people in a situation of poverty.
- C.14. Seek and offer new formulae for distributing food to those who need it.

Actions

- 3.25. Guarantee coverage of food requirements for students with indications of insufficient or inadequate nutrition.
- 3.26. Increase the budget for meals in soup kitchens.
- 3.27. Locate 4 new social soup-kitchen services, following criteria of regional balance, which will mean 300 new places by means of agreements with organizations of the tertiary sector and by extending agreements with social organizations to increase the number of places.
- 3.28. Reinforce the shared meals programme aimed at the vulnerable elderly, by means of 5 more dining rooms (equivalent to 95 places), following criteria of regional balance and proximity.
- 3.29. Guarantee a soup kitchen offering the shared meals service in each district and study ways to provide this service 365 days a year.
- 3.30. We will work with Banc dels Aliments (Food Bank) to ensure that there are sufficient distribution centres in each district.
- 3.31. Creation of the Barcelona Food Solidarity Table.



Housing

Objectives

- C.15. Draw up the necessary measures to increase the social housing stock in Barcelona in conjunction with other authorities and social and economic agents.
- C.16. Where possible, help to prevent evictions and ejections from property in the city. Do everything possible to reduce the negative impact of these processes when they occur, especially where children and/or other vulnerable people are affected.
- C.17. Improve housing access systems.
- C.18. Ensure access to affordable rented housing by increasing the public and private housing stock with council policies and agreements with social and economic agents.
- C.19. Increase the financial resources and the number of facilities and services designed to improve care for people and families evicted or ejected from properties.
- C.20. Improve the allocation system of social emergency housing by prioritising financially and socially vulnerable people and working in coordination with the Council department responsible.

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Actions

- 3.32. Set up two new temporary family shelters with a total of 65 housing units and a maximum of 260 places for individuals and families evicted or ejected from properties.
- 3.33. Increase the stock of affordable rental housing for use primarily in social emergencies and to meet special quotas. Agreements will be signed with the Barcelona Housing Consortium and some banks for this purpose.
- 3.34. Allocate a specific budget heading to the purchase of flats in order to increase the stock of affordably priced rental housing.
- 3.35. Set up a new municipal facility for people with socio-economic needs as a replacement for existing housing. The new facility will offer substantial qualitative improvements in terms of the care and welfare monitoring of these individuals, as well as a better quality of life.
- 3.36. Promote awareness campaigns among owners of empty properties to encourage them to rent their flats out under the social rented housing system.
- 3.37. Develop a new mediation service between landlords and tenants at Housing Offices to avert court proceedings initiated by landlords, where possible.
- 3.38. Negotiate with banks when possible to reach an agreement with borrowers in order to avoid evictions.

- 3.39. Sign agreements with the various judicial authorities (Court of Justice of Catalonia, Justice Department of the Government of Catalonia and bar associations of lawyers and solicitors) to enable the municipal social services to intervene in advance in cases of eviction affecting children or other vulnerable persons.
- 3.40. Increase the numbers of inclusion housing, both municipally managed and those made available to organisations of the Inclusion Housing Network.
- 3.41. Extend the opening hours of the Legal Advisory Service of Housing Offices for individuals and families at risk of or in the process of being evicted.
- 3.42. Subsidise the tax on the Increase in Value of Urban Land ("Plusvàlua" tax) in lieu of payment of a regular residence, provided that minimum social and economic requirements are met.
- 3.43. Increase funding for assisting families who face eviction due to non-payment and for subsidising rents for families with access to municipal housing agency properties, where necessary.
- 3.44. Conduct an ICT-based consultation process to come up with innovative ways to improve the conditions of access to housing and boost the social housing market.
- 3.45. Continue roll-out of the programmes of the Barcelona Housing Plan for 2008-2016, which targets groups that have difficulty accessing housing and groups at risk of losing their homes.



Social and labour market insertion

Objectives

- C.21.** Promote the social and labour market insertion of groups at risk of exclusion (young people, long-term unemployed, sex workers, people with disabilities, former drug users, etc.).
- C.22.** Offer training programmes for unemployed people with specific difficulties or at risk of exclusion.
- C.23.** Promote social innovation and social entrepreneurship, especially among the unemployed.
- C.24.** Recognise and collaborate with inclusive and socially responsible companies that implement inclusive job placement practices.
- C.25.** Promote access to ICT for all citizens, especially those most at risk of digital exclusion.

Actions

- 3.46.** Promotion of the Social and Labour Market Insertion Programme for People at Risk of Social Exclusion and other specific programmes targeting groups with insertion difficulties that offer a series of employment actions enabling access to an integration pathway for programme recipients identified as priority by the city's Basic Social Services.
- 3.47.** Tailored job search programme.
- 3.48.** Specific programmes: mixed training and employment programmes; work experience programmes; training and job placement programmes for the low-educated, long-term unemployed; training and job placement programmes for low-educated unemployed youths, some of which will be held as part of the Treball als Barris ("Work in the Neighbourhoods") project in 12 of the city's neighbourhoods, and the Pla jove formació-ocupació ("Youth Training and Employment Plan") with the support and collaboration of the Barcelona Education Consortium.
- 3.49.** Support to first vocational qualification programmes for unemployed youths who are not studying.
- 3.50.** Social and employment advice for specific groups (family support project, etc.) through careers advice and informative sessions.
- 3.51.** Promotion of training and employment among disabled people.
- 3.52.** Encourage the social and labour market inclusion of women from the Pla D'abordatge Integral del Treball Sexual ("Comprehensive Approach to Sex Work Plan").
- 3.53.** Inform placement companies and special job centres of the possibilities of offering services to the Council.
- 3.54.** Circuit for the inclusion of people at risk of exclusion in companies contracted by the City Council.
- 3.55.** Projects for the integration of Roma.



Children and family

Objectives

- C.26. Improve services offering family support and care for small children.
- C.27. Consolidate the Host Family Service.
- C.28. Consolidate the Services for Children and Adolescents (SEAIA) under the Programme/Agreement signed with the Government of Catalonia.
- C.29. Promote preventive social welfare projects geared towards preventing child poverty from becoming chronic.
- C.30. Support services and projects that promote inclusive education outside school hours.
- C.31. Improve socio-educational intervention services for children in order to cancel out shortcomings and stimulate the resources of the children and their families, thereby helping to break the cycle of generational poverty and social risk.
- C.32. Improve coordination between the services of the different authorities relating to prevention and the welfare of children and their families.
- C.33. Promote actions to reconcile work with family life.

Actions

- 3.56. Approve the Municipal Plan for Children and the Municipal Plan for Families.
- 3.57. Extend the city's Network of Open Centres for small children by setting up new ones.
- 3.58. Increase the number of Host Families to at least 45 and cover 100% of demands for the service.
- 3.59. Set up two new facilities in the Ciutat Vella and Nou Barris districts of the city for families with children between the ages of 0 and 6 years who are living in poverty or at risk of social exclusion and have difficulty caring for these children, whose basic needs may not be covered.
- 3.60. Organise the existing teams for the care of children and adolescents at risk into four areas with assessment and treatment teams.
- 3.61. Involve the City Council in the commission promoting the circuit for the prevention of child abuse.
- 3.62. Launch the Temps Per a Tu ("Time for You") project to support carers of dependent people and families that care for children with disabilities, in collaboration with the Municipal Institute of People with Disabilities, the social services and medical centres.
- 3.63. Bolster the Network of Businesses for New Uses of Time by implementing measures to reconcile personal and family life with working in the city's companies.
- 3.64. Organise the summer activity programme for children and adolescents and cover 100% of applications for financial aid that meet the requirements.
- 3.65. Gradually expand the points of the Respir programme to meet all needs and come up with an appropriate distribution across the city.
- 3.66. Promote a city compact to improve time management in Barcelona with the participation of social and economic operators.
- 3.67. Ensure that information aimed at children and adolescents, both in brochures and on the Internet, is engaging and easy to read.



Adolescents and youth

Objectives

- C.34.** Promote job opportunities for young people through training and information, improve youth information services and increase the participation of adolescents and young adults in the cultural events and leisure activities of the city.
- C.35.** Promote youth employment and support vocational training and youth entrepreneurship through the commitment and responsibility of the youths involved.

Actions

- 3.68.** Approve the Municipal Plan for Young People and Adolescents.
- 3.69.** Work with Barcelona Activa to incorporate careers advice and information on entrepreneurship into the youth information points in each district, in order to promote active employment policies.
- 3.70.** Launch a specific plan to combat youth unemployment.
- 3.71.** Support vocational training as a recognised technical qualification that provides social prestige and job opportunities.
- 3.72.** Design a new facility for adolescents with resources for them and their families, including psychological counselling, information and referral to different services and options for their promotion.
- 3.73.** Extend actions to support the information and advice offered at 53 youth information and participation points and at participating centres.
- 3.74.** Form a team of educators to work with youth groups.
- 3.75.** Implement conflict prevention projects with young people.



Senior citizens

Objectives

- C.36.** Press on with the task of building a city for all ages under the paradigm of the Age-Friendly Cities Project of the World Health Organization (WHO) and promote active ageing.
- C.37.** Improve facilities geared towards senior citizens at a local level, raising the profile of information points at senior citizens' clubs and encouraging older people to get involved as sponsors.
- C.38.** Outreach campaign and action plan to detect cases of abuse of older people (including the diverse forms of abuse and bullying) and to ensure coordinated care among the various agents and institutions.
- C.39.** Guarantee emergency residential accommodation for senior citizens with social emergencies.
- C.40.** Extend the network of services designed to help frail and dependent elderly people in their day-to-day activities, ensuring a balanced distribution across the city.

Actions

- 3.76.** Municipal Senior Citizens Plan based on the findings of the participatory diagnosis of the WHO Age-Friendly Cities Project.
- 3.77.** Continue to promote active ageing after Barcelona joins the celebrations of the European Year of Active Ageing and Solidarity between Generations.
- 3.78.** Strengthen regional and community ties with older people through serviced housing for senior citizens.
- 3.79.** Continue to guarantee access to the city's Home Care Service for older people.
- 3.80.** Continue to cover all emergencies of the Emergency Care Service for the Elderly.
- 3.81.** Increase the number of agreements with public and private partners that give benefits or discounts to holders of the Targeta Rosa senior citizens card.
- 3.82.** Increase the resources to support families who care for older people by fostering networking between organisations, health services and social services, and improve and extend training and support programmes.
- 3.83.** Continue implementation of the Functional Adaptation of the Home programme for dependent and disabled senior citizens.
- 3.84.** Update the protocol for detecting and intervening in cases of abuse of the elderly in order to facilitate the task of the professionals, set up mechanisms of coordination, extend the care service for cases of abuse and conduct outreach campaigns.
- 3.85.** Strengthen mechanisms of prevention and detection, such as the community awareness programmes, the Emergency Care Service for the Elderly and the Inspection Service of the Catalan Health and Social Services Institute.
- 3.86.** Reinforce other prevention mechanisms, such as workshops coordinated with the police, health, social services and victim care services or the Home Care Service as a basic service offering protection and support to the elderly.
- 3.87.** Put in place tracking mechanisms to expedite the recognition of disabilities and emergency admission procedures.



Health

Objectives

- C.41. Promote and safeguard the health of individuals, reduce inequalities between citizens and contribute to social cohesion.
- C.42. Further the city's health knowledge.
- C.43. Help find methods for the comprehensive care of people with mental health problems.
- C.44. Incorporate the health dimension into municipal policies in order to promote a healthy city: social services, urban environment, sport, culture, etc.

Actions

- 3.88. Draw up and monitor Barcelona's Health Plan, promoting improved health and quality of life among individuals.
- 3.89. Draw up and monitor Barcelona's Plan for Community Health and Health Promotion.
- 3.90. Continue to implement the Salut als barris ("Neighbourhood Health") programme in the neighbourhoods and extend it.
- 3.91. Reduce and prevent the problems caused by alcohol and drugs and draw up a new Drugs Plan.
- 3.92. Set up the new integrated low-demands centre for vulnerable people with addictions and adapt the circuits to the current situation.
- 3.93. Work on the possibility of allowing battered women with drug problems to access shelter resources.
- 3.94. Improve the approach to drugs in individuals who have committed offences and kick-start the programme to prevent consumption on the streets.
- 3.95. Report on the status of health in Barcelona and its districts from a new perspective and spread the knowledge to residents in a comprehensible way (health literature).
- 3.96. Further develop the Salut i escola ("Health in School") programme and incorporate emerging health problems.
- 3.97. Conduct a comprehensive pilot programme on active and healthy ageing in four areas of the city.
- 3.98. Continue to develop specific health programmes for more vulnerable groups.
- 3.99. Continue the promotion of the family carers network by involving relevant organisations and institutions.
- 3.100. Kick-start programmes for the prevention of sexually transmitted diseases and human immunodeficiency virus.
- 3.101. Carry out mental health support and prevention programmes.



Civil rights

Objectives

- C.45.** Define a comprehensive approach to the knowledge and protection of the rights and duties of citizenship through the Agency for Equality and Non-Discrimination.

Actions

- 3.102.** Set up the Agency for Equality and Non-Discrimination with a scope encompassing three areas: outreach and education, implementation of programmes, legal advice and mediation.
- 3.103.** Strengthen the role of the Office for Non-Discrimination in mediation and counselling activities relating to citizen's rights, making it the city's reference point for reporting violations of fundamental rights.
- 3.104.** Implement the LGBT Plan for 2010-2015 and emphasise the need to include the issue of sexual diversity in the transversal action plans of the City Council.
- 3.105.** Develop the local Roma strategy, focusing on the aims of education, health, housing and labour integration.
- 3.106.** Together with the Government of Catalonia, study the possibility of bringing back the Barcelona, Ciutat Refugi ("Barcelona, City of Refuge") programme.
- 3.107.** Foster relations with the various religious groups in the city.
- 3.108.** Conduct outreach campaigns on citizens' rights, equality and non-discrimination in a range of spaces (Barcelona City Council, schools, general public).
- 3.109.** Train teachers to ensure that the conditions of equality and non-discrimination are taught as transversal elements of all subjects and throughout the child's education.



Women

Objectives

- C.46.** Promote equality between men and women, especially among women from more vulnerable groups, while respecting the differences between the sexes.
- C.47.** Defend the right to equal opportunities of all women in the city and of vulnerable women in particular (disabled women, victims of male violence and victims of sexual exploitation) through collaboration and coordination with other organisations, local authorities and institutions that work in this area.

Actions

- 3.110.** Implement the Municipal Plan for Equal Opportunities between Women and Men, with its seven lines of work and diverse actions to incorporate gender mainstreaming at the City Council.
- 3.111.** Refocus the aims of the Women's Information and Resources Centre and strengthen its role as the city's main instrument for introducing gender mainstreaming into city policies.
- 3.112.** Reinforce care to female victims of male violence and their children and step up preventive actions to stop this type of violence, especially in schools and through education in leisure, the media and the police. Encourage men to get involved in initiatives to eradicate this type of violence.
- 3.113.** Combat the trafficking of women for sexual exploitation and develop a co-ordination protocol between the Barcelona Agency for a Comprehensive Approach to Sex Work and the police so that information is exchanged efficiently and action taken when a person is the subject of human trafficking and/or sexual exploitation.
- 3.114.** Encourage the introduction of social clauses for the recruitment of women at risk of exclusion.
- 3.115.** Increase the number of flats available to the victims of sexual exploitation and male violence.



Immigration

Objectives

- C.48.** Encourage the integration of newcomers in community activities in Barcelona.
- C.49.** Reinforce the decentralised reception network for newcomers with professional mediators and the collaboration of specialist organisations in order to provide tailored guidance.
- C.50.** Address the problems arising from the illegal status of foreign nationals and minimise these with full respect for their human rights and the legal safeguards.
- C.51.** Promote programmes and projects that encourage volunteering and interaction with the foreign-born population.
- C.52.** Encourage the participation of all Barcelona's residents, whatever their origin, in a joint project for harmonious coexistence in the city and across Catalonia.
- C.53.** Increase the participation of the foreign-born population and migrant associations in the social life of the city.

Actions

- 3.116.** Adapt reception policies for newcomers to the new migratory paradigm of the city.
- 3.117.** Develop the Immigration Working Plan for the term of government with the full agreement of the other political parties and closer coordination with Catalonia's immigration policies.
- 3.118.** Implement the Interculturality Plan by promoting projects for social cohesion and interculturality.
- 3.119.** Adapt the Information Service for Migrants, Foreign Nationals and Refugees to the new needs of the reception and support processes
- 3.120.** Set up a careers service for young people aged 15 to 18 who have been reunited with their families.
- 3.121.** Guarantee newcomers the opportunity to learn Catalan free of charge.
- 3.122.** Reinforce the Noves famílies ("New Families") support programme for reunified families in order to reach all families that undergo reunification.
- 3.123.** Support reception and support processes for LGBT foreign nationals and expedite refuge and asylum applications based on sexual orientation.
- 3.124.** Streamline procedures for the registration on the electoral roll of foreign nationals entitled to do so, allowing them to exercise their right to vote in local elections under the applicable regulations.



People with disabilities

Objectives

- C.54.** Increase the autonomy and independence of people with disabilities and promote the proper care of these individuals by professionals from diverse municipal sectors.
- C.55.** Press on with the construction of a model of future city without barriers, designed with public participation and using a transversal approach that allows people with disabilities to exercise their rights.

Actions

- 3.125.** Consolidate the Municipal Personal Assistant Service as one of the services in the Council's catalogue of basic social services.
- 3.126.** Integrate the independent living projects of the Municipal Institute for People with Disabilities into the Municipal Personal Assistant Service.
- 3.127.** Monitor implementation of the Specialised social services centres plan for people in the city with disabilities.
- 3.128.** Offer the Special Transport Service in conjunction with the Metropolitan Area.
- 3.129.** Work with associations and organisations on special projects allowing disabled people to develop therapeutic and rehabilitative skills: urban gardens, animals, water and seaside activities, and leisure projects.
- 3.130.** Track accessibility on city streets, in Council buildings, on beaches and on public transport, and implement the Accessibility Plan for 2012-2015.
- 3.131.** Collaborate with the ObertaMent outreach project, designed to combat the stigma associated with mental disorders.
- 3.132.** Work on increasing the budget of the special service and revise its rules of use for a more effective distribution of journeys.
- 3.133.** Introduce efficient management criteria and expedite the procedure for granting and renewing disabled parking badges. Introduce ways to combat their fraudulent use.



Sport

Objectives

C.56. Guarantee the role played by sport in cohesion, social inclusion and equality.

Actions

- 3.134.** Use sport as an integrative tool to help avert the risk of social exclusion.
- 3.135.** Implement the Municipal Plan for Sport among Schoolchildren and the Escola fa esport a la ciutat ("Sport at School in the City") Plan during and outside school hours to encourage the practice of sport among children and adolescents.
- 3.136.** Improve coexistence in the public space and work to put the beneficiaries in charge of the changes that affect them, through their education and future labour integration.
- 3.137.** Assist in the family role and help with the educational task of the latter.
- 3.138.** Promote the Convivim Esportivament ("Living Together through Sport") programme in parts of the city where risks of exclusion and poverty have been detected and where sport can encourage social cohesion through its associated plans, growth plans, activation plans and the Adolescents i Esport ("Adolescents and Sport") Plan.
- 3.139.** Make the full inclusion of disabled people in sport the norm at municipal facilities and provide information on the possibilities for practising sport at all levels. Promote sporting events in the city through the Barcelona Council for Sport in Schools and extend the information channels in order to increase the numbers of disabled participants. L'esport inclou ("Inclusive Sport") programme.
- 3.140.** Collaborate on the design and implementation of new plans to prevent obesity, sedentary lifestyles, smoking, etc. through participation in sport and physical exercise programmes.
- 3.141.** Continuously promote the practice of sport by women at all levels on equal terms with men.
- 3.142.** Where necessary, improve and renovate sports facilities, ensuring accessibility for disabled people in municipal sports facilities.



Active citizenship, participation and volunteering

Objectives

- C.57. Promote active citizenship by supporting community action projects and re-defining the model of social participation.
- C.58. Renew and promote the Citizen Agreement for a Gender Violence-Free Barcelona to involve all citizens in preventing and combating violence against women.
- C.59. Extend the powers of the Citizen Agreement for an Inclusive Barcelona with a view to building a model of city without exclusion by increasing the number of participating organisations and institutions and encouraging the full involvement of all organisations.

Actions

- 3.143. Increase resources for community action and promote the Community Development Plans and time banks in the city.
- 3.144. Develop a community programme as a basic strategy for promoting social inclusion.
- 3.145. Design a programme for active citizenship and good neighbourliness and promote community action projects.
- 3.146. Set out a **joint strategy** for working with the city's associations on the various areas of social inclusion.
- 3.147. Encourage volunteers and social associations with a commitment and shared responsibility in matters of inclusion through the existing network of organisations in the city and in collaboration with the Commissioner for Participation.
- 3.148. Carry out consultative processes to involve citizens in the definition of innovative solutions to kick-start actions to overcome the city's social challenges.
- 3.149. Work with the districts and the Government of Catalonia to consolidate and extend Community Development Plans.
- 3.150. Promote and raise the profile of the Citizen Agreement for a Gender Violence-Free Barcelona.
- 3.151. Encourage the creation of new action networks under the Citizen Agreement for an Inclusive Barcelona.
- 3.152. Set up the Municipal Families Council
- 3.153. Set up the Municipal Sports Council.
- 3.154. Create an extraordinary support programme depending on budget availability for third-sector associations to use in projects to reduce the impact of the economic crisis on more vulnerable groups.
- 3.155. Implement the 20/27 Project.

3.4. A joint strategy with civil society and citizens

The task of achieving social inclusion is the responsibility of the authorities, but the work carried out by the social economy and tertiary sector must also be taken into account.

The Plan will implement a **joint strategy** with objectives and programmes using all public resources for social and volunteer initiatives in order to give a comprehensive and effective response to the social needs of citizens. The **Joint Strategy** will take the form of an inclusion plan involving all of the city's stakeholders: authorities, social actors and volunteers.

The **Joint Strategy** will be developed under the Citizen Agreement for an Inclusive Barcelona and will renew and reinforce the latter as a space for collaboration between the local authorities and third-sector stakeholders. The City Council is committed to strengthening the response capacity of the tertiary sector, which, given its proximity to the public, can act as a catalyst putting each individual in charge of his or her process of change.

An outline now follows of the objectives and projects that will be carried out under this Plan: the Citizen Agreement networks, formed by the social organisations acting in each area and the City Council, which perform actions based on cooperation.

Reception and Support Network for the Foreign-born Population of Barcelona

3.4.1. Adapt the Reception and Support Network to the new situation affecting Barcelona's foreign population.

3.4.1.1. Strengthen the decentralised Reception Network for newcomers with professional mediators and the

collaboration of specialist organisations in order to provide tailored guidance on employment, services, housing and life in Barcelona.

- Carry out monitoring and support programmes to promote coexistence and social cohesion.

3.4.1.2. Develop the lines of action for the Network of Social Organisations Advising on Immigration Law.

- Promote activities and meetings of the Network of Social Organisations Advising on Immigration Law.
- Work of the Code of Ethics Committee.

3.4.1.3. Develop the lines of action of the Language Coordinator.

- Promote activities and meetings of the Language Coordinator.

Care for the Homeless Network

3.4.2. Foster coordination and the exchange of experiences through the Network.

3.4.2.1. Share knowledge, experiences and information to stimulate reflection and dialogue and improve the orientation and effectiveness of services and resources.

- Perform actions to enhance the knowledge of the associations in the Network.
- Exchange experiences to improve care and optimise the resources of the Network.
- Expand the Network's catalogue of resources. Conduct an internal study of the resources and services of the associations (what they have and what they need) in partnership with the users of the Network.
- Carry out actions to improve the transversal approach to work and coordination both within the Network

- and between the latter and other agents (e.g. police and the media).
- Conduct a study of the cost of current procedures to improve the inclusion of the homeless.
 - Explore possible links and exchanges with other Citizen Agreement networks (insertion, housing, etc.).

3.4.3. Prioritise, adapt and adjust the city's resources for better and more extensive care of the homeless.

3.4.3.1. Carry out joint and coordinated action through specific projects.

- Work on the implementation of a resource to cater for people with chronic, long-term illnesses.
- Develop care facilities for homeless people with drug problems, just as there are specific resources for the care of people with mental illness or alcoholism.
- Develop accommodation for homeless people in inclusion housing.
- Promote resources to ensure closer monitoring and more in-depth work for higher demands, and low-demands centres for certain user profiles.
- Optimise and improve methods: adapt care circuits, improve referrals, etc.
- Address new problems: people without homes and high personal debt, increase in the number of evictions in the city, etc.
- Establish mechanisms to identify new needs and new resources.

3.4.4. Raise awareness among civil society and citizens of cases of need and the measures adopted.

3.4.4.1. Raise awareness and promote understanding of the homelessness phenomenon among the public.

- Perform outreach campaigns to inform citizens about the tasks of the Network related to caring for and

improving the living conditions of the homeless.

- Improve the impact of communication/outreach activities.
- Promote new communication channels via social networks.
- Develop new resources for schools, focusing on raising awareness among teachers and adolescents.
- Conduct outreach activities/preventive counselling to prevent people from being in a position where they may lose their home.

Network of Open Centres for the Care of Children and Adolescents.

3.4.5. Make headway in the definition of criteria and guidelines for the model to adopt, from a strategic and city-based perspective, with a view to defining the conditions and common characteristics of the Network of Open Centres.

3.4.5.1. Press on with the construction of the Barcelona Network of Open Centres for the Care of Children and Adolescents by extending its coverage in the city with a focus on vulnerable areas.

- Consolidate the model of open centre used by the Network in all centres in the city.
- Improve coordination between district prevention networks, the social services and other agents working with children in the city.
- Set up new open centres, prioritising their distribution in vulnerable areas of the city.

3.4.5.2. Create a common language and shared culture based on the exchange of knowledge and viewpoints on the situation we seek to influence.

- Reflect on areas of interest to open centres:
 - Design indicators of the quality and

- impact of service of open centres.
 - Educational programmes.
 - Work with small children.
 - Transition from school and education to work.
 - Involvement of families and children.
 - Roles and functions of the teams at the open centres.
- Design proposals for intervention in areas affecting children in our current socio-economic context (new needs).

Culture for Social Inclusion Network

3.4.6. Connect diverse organisations in order to create shared knowledge on the links between culture and social action.

3.4.6.1. Promote and strengthen the inclusive dimension of culture.

- Hold Network meetings and conferences.
- Develop a "laboratory" for use as the Network workspace, geared towards research and experimentation on the inclusive dimension of culture.
- Promote actions and projects based on collaboration and cooperation between organisations and institutions.

3.4.7. Conduct outreach campaigns on initiatives and projects that highlight the inclusive dimension of cultural development.

3.4.7.1. Raise the profile of culture as a key element in the construction of values and social inclusion.

- Develop the web version of the Map of Culture Experiences for Inclusion created by the Network in 2010/2011, ensuring that it is kept up to date and allowing its use as a tool for knowledge sharing by cultural organisations and institutions of the city.

Children's Rights Network

3.4.8. Strengthen the city's powers to defend and promote children's rights under the Convention on the Rights of the Child.

3.4.8.1. Raise public awareness of children's rights, particularly their right to participate under the Convention.

- Consolidate the celebration of Universal Children's Day on 20 November.
- Increase the impact of Universal Children's Day.

3.4.8.2. Exchange information on and publicise the activities of Network associations for children's rights.

- Carry out actions to promote the work of the Network (advocacy/communication).
- Create and raise awareness of the Network's resource bank.
- Develop synergies for training and knowledge exchange in order to increase the responsive capacity of the Network and its individual associations vis-à-vis the situation of children in the city.
- Set up communication channels with basic social services and formal and non-formal education facilities to allow networking, improved coordination of the available services and the optimisation of resources.

Social Inclusion Housing Network

3.4.9. Become a space for the coordination of social and housing policy that can offer a global perspective of the city's residential resources and foster complementarity and joint action between the public sector and stakeholders.

3.4.9.1. Increase the coordination of all stakeholders involved in the Network in a joint city action.

- Publish a dynamic map of the city's inclusion housing.
- Coordinate the organisations in the Network to improve services for people living in inclusion housing as a stage in their housing itinerary.
- Improve access to subsidised rental housing for social institutions.

Social and Labour Market Insertion Network

3.4.10. Optimise resources through the transfer and exchange of knowledge and methods.

3.4.10.1. Come up with new insertion methods for organisations in the Network and improve the information systems and care and referral circuits, provide faster responses and foster exchanges to raise the profile and highlight the effectiveness of group action.

- Launch the inclusion circuit for people at risk of exclusion in companies contracted by Barcelona City Council through the incorporation of social clauses.
- Share methodology with other European countries through joint programmes.
- Promote the job placement of various groups at risk of exclusion through actions and circuits, in collaboration with diverse organisations of the Network.

3.4.10.2. Incorporate inclusive companies into the Network and highlight best practices and meaningful experiences.

- Conduct activities to promote social entrepreneurship and develop new

forms of funding.

- Conduct activities to introduce diversity as value-added in Network organisations, both in business and socially.
- Incorporate best practices on the website.
- Incorporate inclusive companies into the Network based on the defining work of the Apropant-nos a les empreses ("Getting Closer to Business") Commission.

3.4.11. Provide management tools for organisational and business improvement.

3.4.11.1. Provide training for innovation in the Network.

- Training to promote the activity of social companies of the Network and the other Network organisations in order to improve their effectiveness and promote their competitiveness and relations with other countries and companies.

3.4.12. Open up to Europe and relations with other networks.

3.4.12.1. Continue building relations with European networks, specifically those in the Mediterranean area.

- Continue building relations with other business networks in the city and metropolitan area.
- Organise a working session with diverse Catalan/European networks.

3.4.13. Publicise, recognise and raise the profile of organisations in the Network.

3.4.13.1. Promote the website and networking and continue to publicise the social economy and actions completed by Network organisations.

- Annual conference to publicise the

- work of the organisations.
- Publication of the Network's reports.
- Launch of the second phase of the website.
- Participation in trade fairs and congresses.
- Dissemination of the data sheet.

Prevention and Coexistence Network

3.4.14. Address the challenge of the rising sense of insecurity among citizens.

3.4.14.1. Formulate a shared strategy and joint action programme to reinforce law in the city and its possibilities for social inclusion.

- Define the scope of involvement of the organisations in the programme on educational measures and benefits for the community.

3.4.15. Prevent and manage conflict expressed through attacks on public and private spaces and assets, and on individuals, seizing opportunities to strengthen law enforcement in the city for everybody and to promote social inclusion.

3.4.15.1. Launch joint action programmes.

- Study and reflect on prevention for youths at risk.

Family Carers Support Network

3.4.16. Improve responses offering support to family carers.

3.4.16.1. Study the current situation of carers, identify support circuits and their gaps and improve coordination.

- Ensure that the analysis of the health status of those living with dependants

or people with special needs is permanently included in the Barcelona Health Survey.

- Conduct a comparative analysis of the health status of people in the city who live with dependants or people requiring special care needs and those who do not.
- Keep track of changes to both State and regional legislation concerning employment and the reconciliation of work and family life to ensure that the law provides for the right of the family to take care of its members but that this provision does not become an obligation.
- Propose criteria for care and intervention.

3.4.17. Raise awareness, publicise and promote the public recognition of non-professional carers.

3.4.16.2. Raise public awareness of these situations and put these issues on the public agenda.

- Conduct actions to publicise the resources of organisations that support family carers.

3.4.18. Share knowledge and the exchange of experiences among family carers.

3.4.18.1. Promote awareness and build trust to ensure closer coordination between organisations and professionals.

- Improve communication, relations and coordination between social organisations for people who care for family, professional carers, doctors, nurses, social workers and psychologists.
- Foster areas of cooperation between organisations in the network.
- Publicise the study of groups from the areas of health and social support in Barcelona (illness, addictions, disabilities, etc.) and publish the existing web directory to encourage its use.

4. TOOLS AND INSTRUMENTS FOR BUILDING A COHESIVE CITY

The main challenge of the new Barcelona Social Inclusion Plan for 2012-2015 is to maintain the social cohesion of our city. The aim, therefore, is to gain access to the tools to make this possible. The Plan will launch a range of actions aimed at reinforcing and implementing measures to promote social inclusion at the level of thematic proximity. Sectoral plans are a valuable tool for guaranteeing the rights of groups and individuals living in disadvantaged

areas. These plans will be proposed by the different departments of the City Council as this will allow us to cover the full range of policies and relate them to social inclusion. The individual plans will each consist of a set of measures that will be developed once the relevant approval is obtained and implemented during the term of office.

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Quality of Life, Equality and Sport

Barcelona Social
Inclusion Plan for
2012-2015

4.1. Sectoral plans

- Municipal Plan for Children
- Municipal Plan for Family
- Municipal Plan for Young People and Adolescents.
- Municipal Plan for the Elderly
- Barcelona Health Plan
- Barcelona Community Health Plan
- Drugs Plan
- Municipal Plan for Equal Opportunities for Women and Men
- Municipal LGBT Plan for 2010-2015
- Local Roma strategy
- Immigration Working Plan
- Interculturality Plan
- Barcelona Strategic Sport Plan
- Community Development Plans

4.2. Specific plans and programmes

- Social Action Plan for the City and plans for each social services centre
- Radars programme
- Informal Settlements Plan
- Franja del Besòs Plan
- Barcelona Housing Plan 2008-2016
- Barcelona Activa Social and Labour Market Inclusion Programme
- Plan to Combat Youth Unemployment
- Accessibility Plan for People with Disabilities
- Temps per a tu ("Time for You") project
- Comprehensive Approach to Sex Work Plan
- L'esport inclou ("Inclusive Sport") programme
- Convivim Esportivament ("Living Together through Sport") programme
- Barcelona Physical Exercise and Health Plan
- Municipal Sports among Schoolchildren Plan
- Escola fa Esport a la ciutat ("Sport at School in the City") Plan
- 20/27 Project
- Projects to avoid conflict and improve relations among young people

5. GEOGRAPHICAL IMPLEMENTATION

The Barcelona Inclusion Plan for 2012-2015 will be implemented throughout the districts and neighbourhoods of Barcelona according to the proximity principle and with the commitment to building a cohesive and inclusive city. This means that we will work from within the neighbourhoods and districts, listening to their residents in order to determine their needs.

By working from within, we can uncover the specific characteristics of each area, which will determine the type of action that we need to take.

Intervention must be considered a priority. The priority action areas will be those where the features of social exclusion are most evident, either because the rate of relative poverty is high or because there are other indicators to suggest social exclusion. The Plan's measures will be implemented in a logical order based on the most urgent needs of each area, i.e. taking into account the areas of exclusion and groups in each district that appear most affected.

The actions will need to strengthen the social capital and build trust among residents through the dynamics of community action. The proximity approach allows for the flexible and cooperative introduction of policies tailored to the needs of each district or neighbourhood.

In addition, the Plan will take into account the inclusive focus of the city, implementing measures for inclusion across Barcelona. Each district will agree a set of actions to ensure that every area of the city is covered.

We can nonetheless draw up an initial map of the most emblematic actions.

SOCIAL SERVICES, VULNERABLE PEOPLE AND FOOD AID

HOUSING

SOCIAL AND LABOUR MARKET INSERTION

CHILDREN, ADOLESCENTS AND YOUNG PEOPLE

SENIOR CITIZENS

DISABILITIES

WOMEN AND CIVIL RIGHTS

IMMIGRATION

SPORT

PARTICIPATION

HEALTH

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**Quality of Life,
Equality and Sport**

Plan for Social
Inclusion of Barcelona
2012-2015

| | | | |
|---|---|---|------------------------|
|  | Social services, vulnerable people and food aid |  | Women and civil rights |
|  | Housing |  | Immigration |
|  | Social and labour market insertion |  | Sport |
|  | Children, adolescents and young people |  | Participation |
|  | Senior citizens |  | Health |
|  | Disabilities | | |

| Districts | Investment | Extension of services or programmes | New programmes |
|--------------|---|--|--|
| Ciutat Vella | Relocation of the social services centre of the Gòtic neighbourhood | Treball als barris ("Neighbourhood Employment") project (Sant Pere and Santa Caterina) | New social action plan for the city |
| | Refurbishment of the social services centre of the Casc Antic | Salut als barris ("Neighbourhood Health") in the Raval, Casc Antic and Barceloneta | New social action programme for district social services centres |
| | Support centre for families with children aged 0 to 6 years (Barceloneta) | "Activa't a un parc" programme | Healthy ageing pilot experience |
| | Relocation of the interdisciplinary early childhood team | Maintenance of health programmes in schools | |
| | Transfer and adaptation of the Religious Affairs Office | <i>De marxa fent esport ("Getting Active with Sport") programme</i> | |
| | | Indicated prevention drug addiction programme | |
| | | Promotion of the Agency for a Comprehensive Approach to Sex Work | |
| | | <i>Convivim Esportivament ("Living Together through Sport") programme</i> | |
| | | Community development plan for Barceloneta | |
| | | Community development plan for the Casc Antic | |
| Eixample | Soup kitchen (Eixample-Dret) | Extension of the Radars programme | New social action plan for the city |
| | Centre for temporary family accommodation | 78 residential places at the Emergency Care Service for the Elderly (Eixample-Dret) | New social action programme for district social services centres |
| | Les Arenes youth centre | "Activa't a un parc" programme | |
| | Refurbishment of Francesc Layret residential home | Maintenance of programmes to promote health in schools | Temps per a tu ("Time for You") project for carers of dependent people |
| | Senior citizens' centre | <i>De marxa fent esport ("Getting Active with Sport") programme</i> | Parenting skills workshops in Barceloneta |
| | | Promotion of the Agency for a Comprehensive Approach to Sex Work | Healthy ageing pilot experience |
| | <i>Convivim Esportivament ("Living Together through Sport") programme</i> | | |
| | Community development plan for Sagrada Família | | |

| Districts | Investment | Extension of services or programmes | New programmes |
|---------------------|---|---|---|
| Sants-Montjuïc | Relocation of the social services centre of Poble Sec | Extension of the Radars programme | New social action plan for the city |
| | Font de la Guatlà play area | Increase in soup kitchen places in El Paral·lel | New social action programme for district social services centres |
| | Refurbishment of Josep Miracle apartments for senior citizens | Treball als barris ("Neighbourhood Employment") project (La Bordeta) | |
| | Works to adapt and allow disabled access to the municipal Centre Esportiu Municipal Tennis Montjuïc sports club | Salut als barris ("Neighbourhood Health") in Poble Sec | |
| | | Maintenance of programmes to promote health in schools | |
| | | <i>De marxa fent esport ("Getting Active with Sport") programme</i> | |
| | | Promotion of the Agency for a Comprehensive Approach to Sex Work | |
| | <i>Convivim Esportivament ("Living Together through Sport") programme</i> | | |
| | Community development plan for Poble Sec | | |
| Les Corts | Soup kitchen | Extension of the Radars programme | New social action plan for the city |
| | | <i>Activa't a un parc ("Exercise in the Park") programme</i> | New social action programme for district social services centres |
| | | Maintenance of programmes to promote health in schools | Temps per a tu ("Time for You") project for families with disabled children |
| | | | Healthy ageing pilot experience |
| Sarrià-Sant Gervasi | Relocation of the Arimón social services centre | Extension of the Radars programme | New social action plan for the city |
| | Soup kitchen (Sarrià) | <i>Activa't a un parc ("Exercise in the Park") programme</i> | New social action programme for district social services centres |
| | | Maintenance of programmes to promote health in schools | Temps per a tu ("Time for You") project for carers of dependent people |
| | | <i>Convivim Esportivament ("Living Together through Sport") programme</i> | |
| | | Community action (Sarrià) | |

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|  Social services, vulnerable people and food aid |  Women and civil rights |
|  Housing |  Immigration |
|  Social and labour market insertion |  Sport |
|  Children, adolescents and young people |  Participation |
|  Senior citizens |  Health |
|  Disabilities | |

| Districts | Investment | Extension of services or programmes | New programmes |
|----------------|--|--|--|
| Gràcia | Relocation of the social services centre in Camp d'en Grassot | Consolidation and extension of the Radars programme | New social action plan for the city |
| | New shared meals facility in El Coll | "Neighbourhood Employment" project (El Coll) | New social action programme for district social services centres |
| | Information centre for adolescents and their families | "Exercise in the Park" programme | Pilot project to support young adults with disabilities and their families |
| | New serviced housing facility for senior citizens (Cibeles) | Maintenance of programmes to promote health in schools "Getting Active with Sport" programme Convivim Esportivament ("Living Together through Sport") programme Community development plan for La Salut | |
| Horta Guinardó | Relocation of the social services centre of El Carmel | Extension of the Radars programme | New social action plan for the city |
| | Relocation of the social services centre in Vall Hebron | "Exercise in the Park" programme | New social action programme for district social services centres |
| | Conversion of the residential home Parc del Guinardó | Maintenance of programmes to promote health in schools | |
| | Modernisation of Can Puig | "Getting Active with Sport" programme | Temps per a tu ("Time for You") project for families with disabled children |
| | Works to adapt and allow disabled access to the municipal sports club of El Carmel | "Living Together through Sport" programme Community development plan for El Carmel | Pilot project to support young adults with disabilities and their families |
| Nou Barris | Relocation of the social services centre and Services for Children and Adolescents of Roquetes | Increase in soup kitchen places in La Guineueta | New social action plan for the city |
| | Centre for families with children aged 0 to 6 years (Turó de la Peira) | "Neighbourhood Employment" project (Ciutat Meridiana) | New social action programme for district social services centres |
| | Youth centre in La Prosperitat | "Exercise in the Park" programme | Franja del Besòs Plan |
| | New serviced housing facility for senior citizens (Torre Júlia, 77 places) | Maintenance of programmes to promote health in schools "Getting Active with Sport" programme | Temps per a tu ("Time for You") project for families with disabled children |
| | Increase in the number of apartments for senior citizens at the Pau Casals facility | Indicated prevention drug addiction programme "Living Together through Sport" programme | Salut als barris ("Neighbourhood Health") in Roquetes and Zona Nord |
| | Women's facility for housing the Women's Care Team and the Care Service for Abused Children | Community development plan for Verdun Community development plan for Trinitat Nova | Pilot project for intervention in youth free time (Can Peguera and Turó de la Peira) |
| | Works to adapt and allow disabled access to Turó swimming pool | Community development plan for Roquetes | |

| Districts | Investment | Extension of services or programmes | New programmes |
|-------------|--|---|---|
| Sant Andreu | New shared meals dining hall in Sant Andreu | Increase in soup kitchen places in Navas | New social action plan for the city |
| | Centre for temporary family accommodation | Redesign of the Garcilaso facility for adolescents and young people (Sagrera) | New social action programme for district social services centres |
| | New serviced housing facility for senior citizens (Navas) | Treball als barris ("Neighbourhood Employment") project (Trinitat Vella) | Franja del Besòs Plan |
| | | <i>"Exercise in Two Parks" programme</i> | Healthy ageing pilot experience |
| | | Salut als barris ("Neighbourhood Health") in Bon Pastor-Baró de Viver-Vallbona | |
| | | Maintenance of programmes to promote health in schools | |
| | | <i>"Getting Active with Sport" programme</i> | |
| Sant Martí | New central offices for the Barcelona Social Emergency Centre (Poble Nou) | Extension of the Radars programme | New social action plan for the city |
| | Relocation of the Verneda social services centre | Implementation of the improvement plan for centres and spaces for senior citizens | New social action programme for district social services centres |
| | New shared meals dining hall in El Clot | Treball als barris ("Neighbourhood Employment") project (Besòs Maresme) | Informal settlements plan |
| | Centre for senior citizens | <i>"Exercise in the Park" programme</i> | Franja del Besòs Plan |
| | Works to adapt and allow disabled access to the municipal sports club in Verneda | Maintenance of programmes to promote health in schools | Temps per a tu ("Time for You") project for families with disabled children |
| | | Promotion of the Agency for a Comprehensive Approach to Sex Work | Temps per a tu ("Time for You") project for carers of dependent people |
| | | <i>Convivim Esportivament ("Living Together through Sport") programme</i> | Salut als barris ("Neighbourhood Health") programme in Besòs-Maresme |
| | | Community development plan for Besòs Maresme | |
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|  Social services, vulnerable people and food aid |  Women and civil rights |
|  Housing |  Immigration |
|  Social and labour market insertion |  Sport |
|  Children, adolescents and young people |  Participation |
|  Senior citizens |  Health |
|  Disabilities | |

| Districts | Investment | Extension of services or programmes | New programmes |
|-----------|--|--|---|
| Citywide | New homeless shelter as part of the winter campaign | Legal Advisory Service of Housing Offices | Voluntary return programmes for people living in settlements. |
| | Awarding of emergency flats for specific groups through an agreement with the Housing Consortium | Agreements with banks to use housing for social purposes | Local Roma strategy |
| | Promotion of adapted public housing for disabled people | Social and Labour Market Inclusion Programmes (PISL) for vulnerable groups | Diversity projects for young people in state secondary schools |
| | New centre for vulnerable people with addictions (3.92) | Roma integration projects | Educational project on Human Rights with the aim of setting up a Network of Schools for Human Rights |
| | Increase in the number of refuge apartments for vulnerable women | Expansion of the Host Family Service | Actions to promote awareness of human rights and a culture of peace |
| | New facility for people with socio-economic needs to replace existing hostel accommodation. (3.35) | Incorporation of careers advice and information on entrepreneurship at district youth information points | Tothom a l'AMPA ("Everybody in the PTA") programme to encourage foreign parents to take part in PTAs |
| | New centre for vulnerable people (3.17) | Implementation of the improvement plan for centres and spaces for senior citizens | Sports programmes for pupils during school hours |
| | | Increase in the numbers of serviced housing for senior citizens | Convivim Esportivament ("Living Together through Sport") programme |
| | | Increase in residential accommodation for older people with social emergencies | Sports projects for children and young people implemented through the Agreement between the Barcelona Sports Institute and FC Barcelona |
| | | Functional adaptation of the home programme for dependent or disabled senior citizens. | Growth plans |
| | | Careers guidance service for 15-18 year-olds who have been reunited with their families | Programme to encourage active citizenship and good neighbourliness |
| | | Family reunification support programme | |
| | | A l'estiu Barcelona t'acull ("Barcelona summer reception") programme for foreign-born youths | |
| | L'esport inclou ("Inclusive Sport") programme | | |
| | Escola fa Esport a la ciutat ("Sport at School in the City") programmes | | |

6. IMPLEMENTATION AND MONITORING STRATEGY

The monitoring and assessment of outcomes is essential with a Plan such as this, which is why the Barcelona Social Inclusion Plan for 2012-2015 provides for the following monitoring mechanisms:

A. Monitoring Committee.

B. Publication of monitoring and assessment reports on the Plan for presentation in diverse institutional and participatory spaces involved in its implementation.

A. Monitoring Committee

The month after the Plan is approved, a committee will be set up to oversee and implement the measures adopted in the Barcelona Social Inclusion Plan for 2012-2015.

The committee will be composed of professionals from the Area of Quality of Life, Equality and Sport and other municipal departments with a view to forming an interdepartmental team that will give the Plan a global outlook. The functions of this Committee will be the following:

1. Ensure the Plan's implementation.
2. Support the municipal technicians and teams responsible for its implementation.
3. Oversee the monitoring of the activities and objectives of the Plan.
4. Promote social participation in the monitoring and assessment of the Plan.
5. Request the monitoring reports.
6. Conduct an the assessment of the Plan.

The Governing Council of the Citizen Agreement for an Inclusive Barcelona will be invited to join the Monitoring Committee.

B. Publication of two monitoring and assessment reports on the Plan

During implementation of the Plan, material support will be needed in order to determine the extent to which the objectives are being achieved and to adapt the Plan's policies where necessary.

Hence, two monitoring and assessment reports will be published:

» First Monitoring Report, December 2013

The main requirement of this first report will be to confirm that all of the Plan's actions are being implemented, i.e. that they have been launched.

» Second Monitoring Report, December 2014

The second report will assess the Plan's implementation and outcomes.

» Assessment of the Plan, April 2015

The assessment will be ex post, i.e. it will be made at the end of the Plan's implementation period. This document will have a dual purpose: firstly, it will determine the extent to which the Plan's actions have been completed, taking into account the conclusions of previous monitoring reports and, secondly, it will gauge the impact of the measures on inclusion in the city. For the latter aim, the Monitoring Committee will work in coordination with the Social Inclusion Study Group, since a new diagnosis will be required to determine the effect of the actions implemented and the policy adopted.

The goal of the IT system is to automate (for most actions, if not all) the results of the indicators for the drafting of reports and the assessment, as well as to obtain a map of results when necessary.

The monitoring and assessment reports will be presented in diverse insti-

tutional and participatory spaces involved in the implementation of the Plan, namely:

- » The Plenary session of Barcelona City Council or the Committee of the Plenary session of Quality of Life, Equality and Sport
- » The Plenary session of the Municipal Council for Social Welfare
- » The Governing Council of the Citizen Agreement for an Inclusive Barcelona

The implementation process for the Barcelona Social Inclusion Plan for 2012-2015 is outlined below:

6.1. Presentation of the Barcelona Social Inclusion Plan for 2012-2015

6.1.1. Presentation to the municipal organisation

The Plan will have to be submitted to the deputy mayors, councillors, heads of the delegation, commissioners and municipal councillors.

Other agencies of Barcelona City Council

President's Office, Internal Affairs, Safety and Mobility

Area of Economy, Enterprise and Employment

Area of Town Planning, Infrastructure, Environment and Information Systems and Telecommunications

Area of Quality of Life, Equality and Sport
Area of Culture, Knowledge, Creativity and Innovation

Districts

6.1.2. Presentation to the Municipal Social Welfare Council

Standing Committee of the Municipal Social Welfare Council

6.1.3. Presentation to other Catalan institutions

Government of Catalonia Provincial Council of Barcelona

Barcelona Education Consortium

Barcelona Social Services Consortium

Barcelona Metropolitan Area

6.2. Implementation of the Plan

6.1.4. Presentation to the Citizen Agreement for an Inclusive Barcelona

Governing Council of the Citizen Agreement Reception and Support Network for the Foreign-born Population of Barcelona

Care for the Homeless Network

Network of Open Centres for the Care of

Children and Adolescents

Culture for Social Inclusion Network

Children's Rights Network

Social Inclusion Housing Network

Social and Labour Market Insertion Network

Prevention and Coexistence Network
Family Carers Support Network

6.2.1. Organisation of the Joint Strategy with the Citizen Agreement for an Inclusive Barcelona

The Barcelona Social Inclusion Plan for 2012-2015 will be implemented with the collaboration of the tertiary sector through the **Joint Strategy** with the Citizen Agreement for an Inclusive Barcelona.

6.2.2. Training sessions for the teams of professionals developing the Plan

The Monitoring Committee will conduct training sessions for the professional staff of the municipal organisation for implementation of the **Joint Strategy**.

6.2.3. Sessions for Citizen Agreement organisations (through action networks)

The Citizen Agreement for an Inclusive Barcelona has nine action networks:

Reception and Support Network for the Foreign-born Population of Barcelona

Care for the Homeless Network

Social Inclusion Housing Network

Social and Labour Market Insertion Network

Network of Open Centres for the Care of Children and Adolescents

Culture for Social Inclusion Network

Children's Rights Network

Prevention and Coexistence Network

Family Carers Support Network

Sessions will be conducted for organisations through the action networks in order to implement the **Joint Strategy**.

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Annexes

Part III



1. DRAFTING PROCESS

1.1. Starting point

The Plenary session of Barcelona City Council adopted the resolution on the Social Inclusion Plan for 2012-2015 in October 2011. This Plan is the second of its kind and continues the work of previous governments with the Municipal Social Inclusion Plan for 2005-2010.

1.2. First draft

Following adoption of the resolution, an editorial team was formed in the Area of Quality of Life, Equality and Sport, which set about its tasks using the monitoring reports for the 2005-2010 Plan and suggesting that a diagnosis be made of the current state of affairs in the city with regard to inclusion.

The methodology used to prepare the first draft was that proposed in the Guide to Social Inclusion Plans of the Provincial Council of Barcelona (2008), which contains a comprehensive set of indicators to take into account in the study of the subject and a concise and specific working process. The draft was prepared in coordination with the City Council's Social Observatory and the Research and Knowledge team of the Area of Quality of Life, Equality and Sport. It followed the order of the indicators as listed in the Guide and set December 2011 as the time to take a snapshot of the state of affairs of social inclusion in the city.

The result of all this was a preliminary document, the Barcelona Social Inclusion Plan for 2012-2015. This basic working document, dated 13 January 2012, consisted of a diagnosis structured around eight broad future challenges for social inclusion policy, which included housing and employment, both driving forces of inclusion and social cohesion. The text defines ten guiding principles and includes a chapter on Vision 2015. It sets out how the future of Barcelona should be with regard to inclusion and social cohesion.

1.3. Participatory process with civil society and citizens

Between January and May, the document was the object of a participatory process with social organisations and citizens in general, with inputs from the following agents: the Municipal Social Welfare Council and its working groups, the Citizen Agreement for an Inclusive Barcelona and its action networks, and civil society and citizens. The purpose of this process was to add value to the document and transform it into a city programme directed at all agents working on social inclusion in the city.

The document was discussed by the new action networks and the Governing Council of the Citizen Agreement for an

Active Barcelona, an umbrella group for more than 470 organisations. During these working sessions, shortcomings were pointed out but, most importantly, the more controversial points of the drafting of the inclusion policy were debated. This resulted in a common vision and united approach based on consensus. A total of 378 people took part in the 10-plus sessions with the Citizen Agreement.

Following the consultation process with the Citizen Agreement, more than 500 new inputs were incorporated into the Barcelona Social Inclusion Plan for 2012-2015. Basic working document.

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| | No. Agreement meetings | Date | Participants |
|--|------------------------|-------------------|--------------|
| Council Resolution | 1 | 28/02/2012 | 28 |
| Network contacts panel | 1 | 17/01/2012 | 13 |
| Care for the Homeless Network | 2 | 09/02/12 16/02/12 | 40 |
| Network of Open Centres for the Care of Children and Adolescents | 2 | 19/01/12 13/02/12 | 45 |
| Family Carers Support Network | 1 | 10/02/2012 | 13 |
| Culture for Social Inclusion Network | 1 | 21/02/2012 | 16 |
| Social Inclusion Housing Network | 1 | 06/02/2012 | 20 |
| Children's Rights Network | 1 | 14/02/2012 | 13 |
| Subtotal action networks and Governing Council | - | - | 188 |
| Citizen Agreement Annual Conference | 1 | 16/03/2012 | 190 |
| TOTAL | 11 | - | 378 |

The Plan was also discussed by eight working groups of the Municipal Social Welfare Council, which introduced new points of view and further opinions. The plurality of voices on the Municipal Social Welfare Council, which groups more than 150 agencies and institutions, led to the need for a careful reworking of the text, which was then discussed repeatedly down to the finer

points. More than eight sessions were held and it was also discussed by the Standing Committee (6 March 2012).

In all, more than 107 people from social organisations, institutions and professional associations debated the document, giving rise to over 100 contributions.

| | No. Welfare Council meetings | Date | Participants |
|---|------------------------------|------------|--------------|
| Children | 1 | 17/01/2012 | 2 |
| Poverty | 1 | 08/02/2012 | 4 |
| Women | 1 | 29/02/2012 | 5 |
| Community action | 1 | 26/01/2012 | 1 |
| Drug addiction | 1 | 13/02/2012 | 6 |
| Families | 1 | 13/02/2012 | 2 |
| Health | - | - | - |
| Senior citizens | - | - | - |
| Welfare Council Standing Committee | 1 | 06/03/2012 | 7 |
| TOTAL | 6 | - | 107 |

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Through the consultation process and under the Citizen Agreement for an Inclusive Barcelona, a consensus was reached that allowed for the formulation of a **Joint Strategy**. At the Annual Conference of the Citizen Agreement (16 March 2012), the Agreement presented its statement "Barcelona unites to tackle the social crisis", to make known its commitment to formulating a Joint City Strategy with all organisations in the Agreement in order to address the social aspects of the crisis together.

In so doing, social associations expressed their desire to participate in the city's inclusion policy and indicated their commitment to greater involvement in the issue.

The participation of the social associations was completed by the involvement of citizens and professionals from the local authorities. A plan for the city had to include the voice of the people, which is why two focus groups were set up, with a total of 33 participants.

The process also took into account the 800-plus contributions from civil society and citizens directed at the Area of Quality of Life, Equality and Sport during the Municipal Action Plan consultation process. Lastly, approximately 200 contributions from various municipal teams working on social inclusion were also considered.

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| | Works-hops | Date | Participants |
|-------------------------------|------------|------------|--------------|
| Focus group on an Open Centre | 1 | 23/02/2012 | 16 |
| Focus group with young people | 1 | 20/03/2012 | 17 |
| TOTAL | - | - | 33 |

1.4. Second draft

Following the consultation process with civil society and citizens, the action plan of the basic working document was redrafted. This task involved outlining the objectives and actions for each strategic line. The outlining of the objectives and actions began with their alignment with discussions on the Municipal Action Plan, whereby the proposals of the Municipal Action Plan were considered and reviewed by the relevant areas and stakeholders.

By 31 May, the new version, the Social Inclusion Plan for 2012-2015 of 31 May 2012, was ready. This text was substantially different to the previous one since it included a new chapter outlining the strategic lines, objectives and actions. In addition, a new strategic line agreed with social associations and citizens as part of the **Joint Strategy** was also incorporated into this version. This emphasised the commitment to make the Plan an instrument for the entire city.

1.5. Negotiations with municipal groups of Barcelona City Council

At the end of the participatory process, with a Plan that now had five strategic lines, the document passed to the debating stage. During the latter, all groups prepared reports and made comments and amendments, which eventually totalled more than 140 proposals. Following on from this process, an additional chapter on citywide implementation and one with tools and instruments for building a cohesive city were added to the Plan. The five strategic lines were also reduced to four.

2. MANAGEMENT STRUCTURE OF MUNICIPAL SOCIAL INCLUSION POLICY

Barcelona City Council organises its management into various sectoral management areas and public agencies. The Area of Quality of Life, Equality and Sport is one of these management areas. The general organisation of the City Council is set out below, followed by that of the Area of Quality of Life, Equality and Sport, accompanied by a short description of the different agencies.

The Area is subdivided into two broad management units: executive management and strategic management. It also has three municipal institutes that are independently managed agencies but which are linked to the Area of Quality of Life, Equality and Sport. These are the Municipal Institute for People with Disabilities, the Municipal Social Services Institute and the Barcelona Sports Institute.

Municipal Institute for People with Disabilities: works to ensure that people with some form of disability (visual, hearing, physical, intellectual or mental) can go about their daily lives as independently as possible with equal opportunities and respect for different personal needs. It also works in conjunction with the different municipal departments, both in areas and districts, and directly handles certain facilities and services.

Municipal Basic Social Services Institute: manages the 40 social services centres that make up the city's basic welfare network and promotes the welfare resources and benefits designed to help individuals, families and groups to obtain the social care they need.

Barcelona Sports Institute: manages sport and the municipal sports facilities of Barcelona.

Executive Management of the Area: manages, plans and coordinates the actions of the directorates assigned to it.

Directorate of Family and Social Services: manages the services provided in relation to family and social services. For example, it manages care services for the homeless, services for children and the elderly and care in social emergencies, among others. This Directorate sets the goals to be reached and the required standards of care, the optimal level of production, and the professional ratio. Its functions include:

- » Ensuring ongoing technical support to the deployed management teams.
- » Establishing and leading regular and stable systems (in situ and distance) for the coordination and control of the production of services, the transfer of information and general criteria on the city, and the transfer of reports and the necessary knowledge to improve the provision of services across the city.
- » Maintaining constant contact with the Barcelona Social Services Consortium for the planning of resources and services in the city.

Directorate of Immigration and Interculturality Services: promotes the comprehensive integration of foreign nationals in all spheres of Barcelona's public life, and the principle of standardisation and mainstreaming in Council policies. Its functions include:

- » Researching and disseminating knowledge on migration in Barcelona.
- » Directing coordinated action to promote transversal relations with districts and foster participation across the city in immigration, intercultural dialogue, solidarity and international cooperation.

Directorate of Social Equality and Health Services: directs, monitors and assesses the actions of the directorates of the programmes for Women, Young People and Adolescents, Time and Quality of Life, Health and Civil Rights, ensuring synergies in their combined operation and coordinating

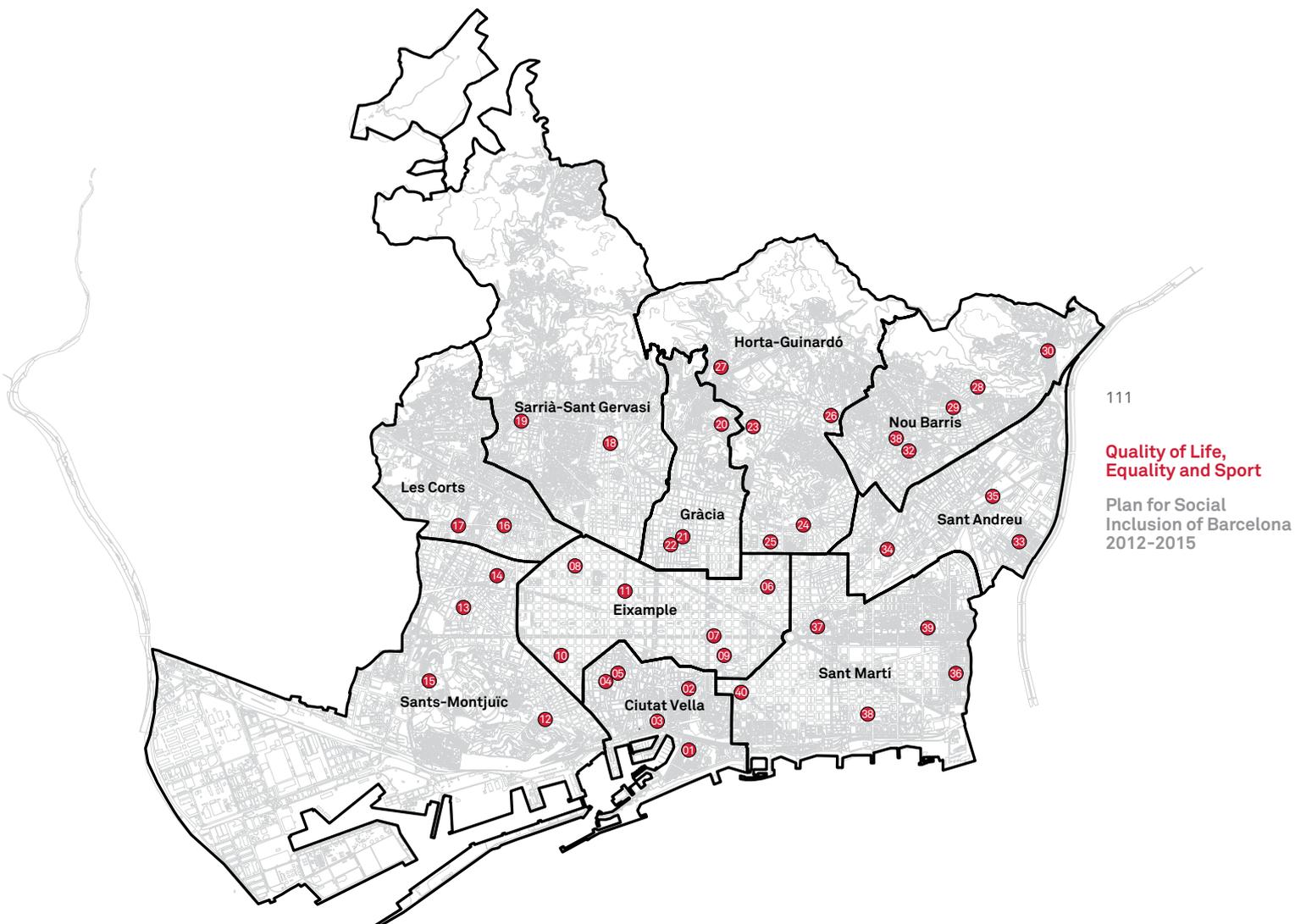
relations between them and other agencies of the Management Area and other municipal units.

Directorate of Resources and General Services: proposes, implements and disseminates the resource management strategies of the Management Area of Quality of Life, Equality and Sport to ensure absolute efficiency in the implementation of its policies.

Directorate of Strategic Innovation of the Area: guarantees that the scope of action of the Management Area of Quality of Life, Equality and Sport is updated in line with best known practices and that any innovation is based on the knowledge available. Its functions include ensuring the efficiency and effectiveness of the prevailing intervention models of the Management Area.

3. MAPS OF RESOURCES FOR INCLUSION (PUBLIC, TERTIARY SECTOR AND COMMUNITY)

a. Map of social services centres



Social services centres
 ● Social services centres

Ciutat Vella
 01 Balboa, 11
 02 PL. Acadèmia, 1
 03 Correu Vell, 5
 04 Carme, 101-109
 05 Carme, 101-109

Eixample
 06 Antiga carretera Horta, 1
 07 PL.Tetuan, 2
 08 Comte Borrell, 305
 09 Mallorca, 425-433
 10 Calabria, 38
 11 Mallorca, 219

Sants-Montjuïc
 12 PL.Sortidor, 12
 13 Carretera, 79-81
 14 Numància, 7-13
 15 Foneria, 19

Les Corts
 16 Can Bruixa, 7-11
 17 Travessera de les Corts, 122

Sarrià Sant-Gervasi
 18 Arimon, 7
 19 Salvador Mundi, 4 bis

Gràcia
 20 Aldea, 17
 21 Vila de Gràcia, 2
 22 Vila de Gràcia, 6

Horta-Guinardó
 23 Santuari, 27
 24 Rda. Guinardo, 113-141
 25 Lepant, 387
 26 Pl.Santes Creus, 8
 27 Arenys, 75

Nou Barris
 28 Vidal i Guasch, 77-79
 29 Enric Casanovas, 73-77
 30 Av. Rasos de Peguera, 25
 31 La Selva, 61
 32 La Selva, 57

Sant Andreu
 33 Estadella, 64
 34 Garcilaso, 193
 35 Paixalet, s/n

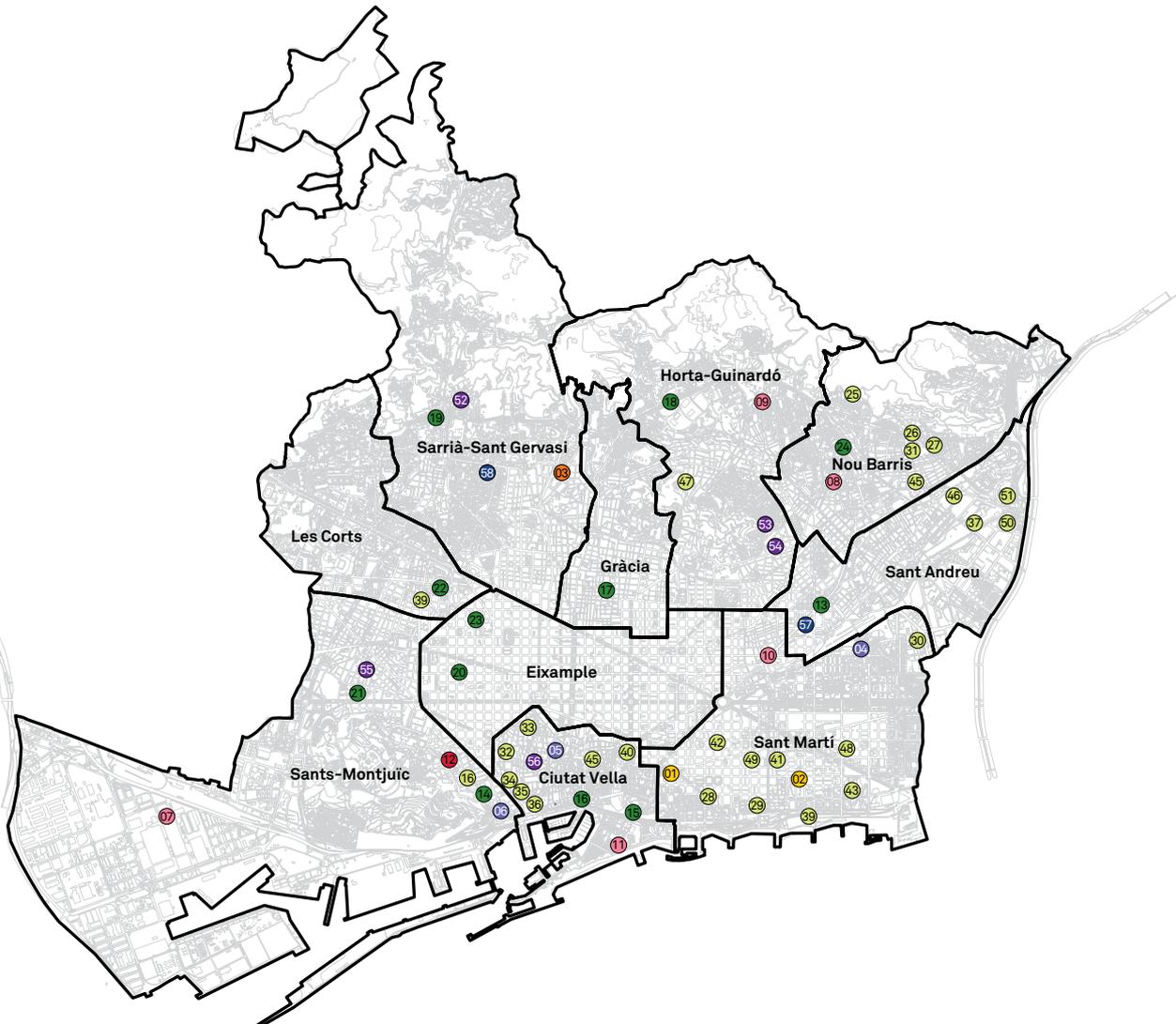
Sant Martí
 36 Rbla.Prim, 87-89
 37 Corunya, 5-7
 38 Pallars, 277
 39 Selva de Mar, 215
 40 Buenaventura Munoz, 21

b.
Map of facilities for the care of vulnerable people

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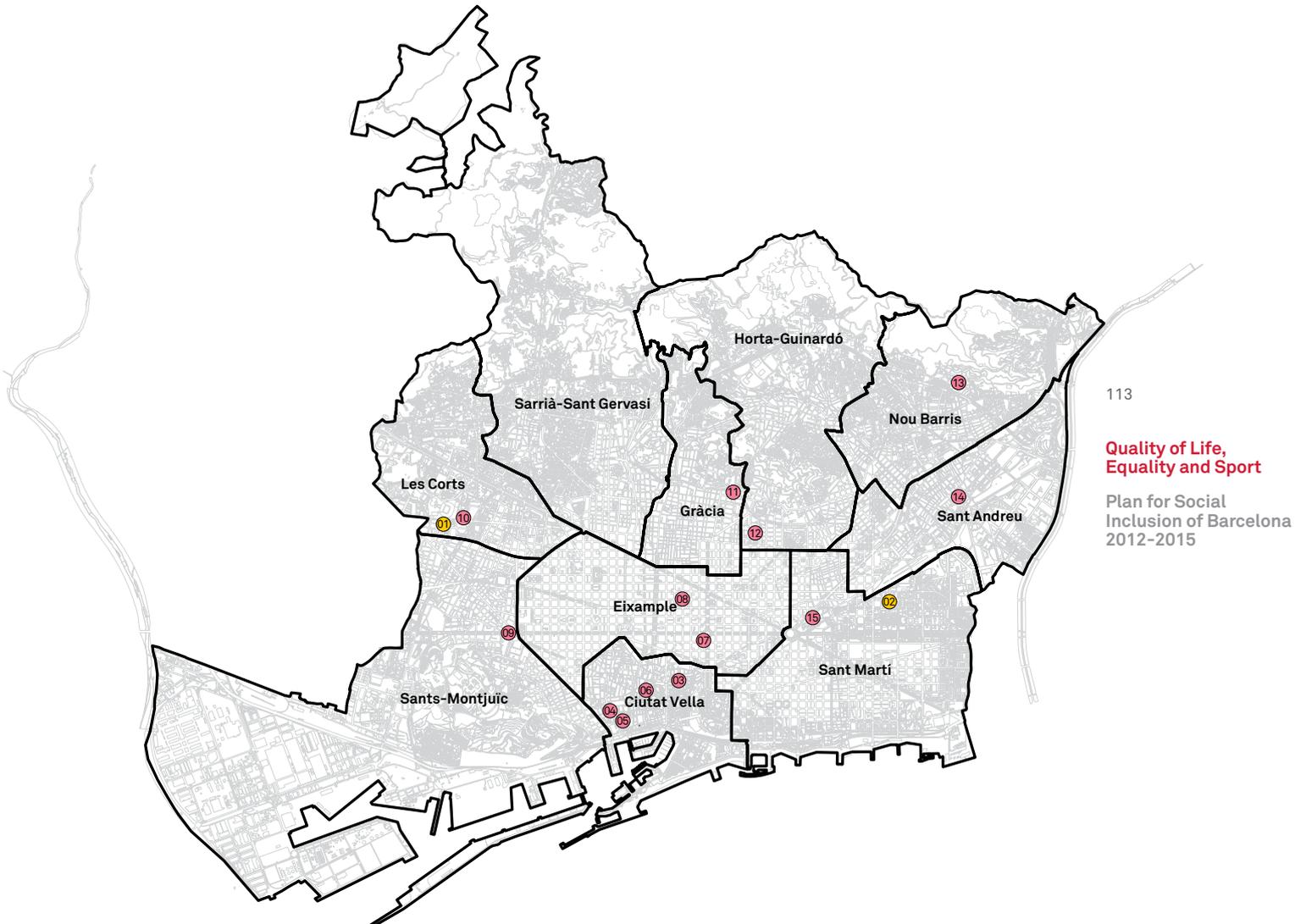


Facilities for the care of vulnerable people

- Teams (2)
- Nocturnal residential centres (1)
- Residential centres (3)
- Temporary accommodation centres (2)
- Integrated facilities (5)
- Day centres (1)
- Soup kitchens (12)
- Inclusion housing (47)
- Mother and child centres (5)

- | | | |
|---|-----------------------------|------------------------|
| 01 Social Integration Service (SIS) | 21 Canpedro soup kitchen | 40 Basses de Sant Pere |
| 02 Welfare Service for Travelling Communities (SASPI) | 22 Les Corts soup kitchen | 41 Almogàvers A |
| 03 Sant Gervasi initial reception centre | 23 Emaus soup kitchen | 42 Almogàvers B |
| 04 Can Planas residential integration centre | 24 Marie Curie soup kitchen | 43 Pujades |
| 05 Sant Joan de Déu residential integration centre | 25 Via Favència A | 44 Tarrós |
| 06 Llar Pere Barnés residential integration centre | 26 Via Favència B | 45 Florida |
| 07 Zona Franca facility | 27 Catasús | 46 Meridiana |
| 08 Nou Barris facility | 28 Marina | 47 Fastenrath |
| 09 Horta facility | 29 Pere IV | 48 Parc de Sant Martí |
| 10 Meridiana facility | 30 Verneda | 49 Almogàvers |
| 11 Santa Lluisa de Marillach facility | 31 Viladrosa | 50 Sant Andreu |
| 12 Poble Sec day centre | 32 Cendra | 51 Santa Coloma |
| 13 Navas soup kitchen | 33 Valldonzella | 52 Santa Eulàlia |
| 14 Paral·lel soup kitchen | 34 Santa Elena | 53 Santa Isabel |
| 15 Poble Sec soup kitchen | 35 Sant Oleguer | 54 Madre Teresa |
| 16 Café Just soup kitchen | 36 Sant Rafael | 55 Lligam |
| 17 La Terrasetta soup kitchen | 37 Torras i Bages | 56 Quatre Vents |
| 18 Sant Rafael soup kitchen | 38 Maria Aguiló | 57 Navas de Tolosa |
| 19 Sarrià soup kitchen | 39 Caballero | 58 Sarrià |

C.
Map of facilities for the care of children



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Facilities for the care of children

- Open centres for children (2)
- Facilities for the care of children and adolescents (EAIA) (13)

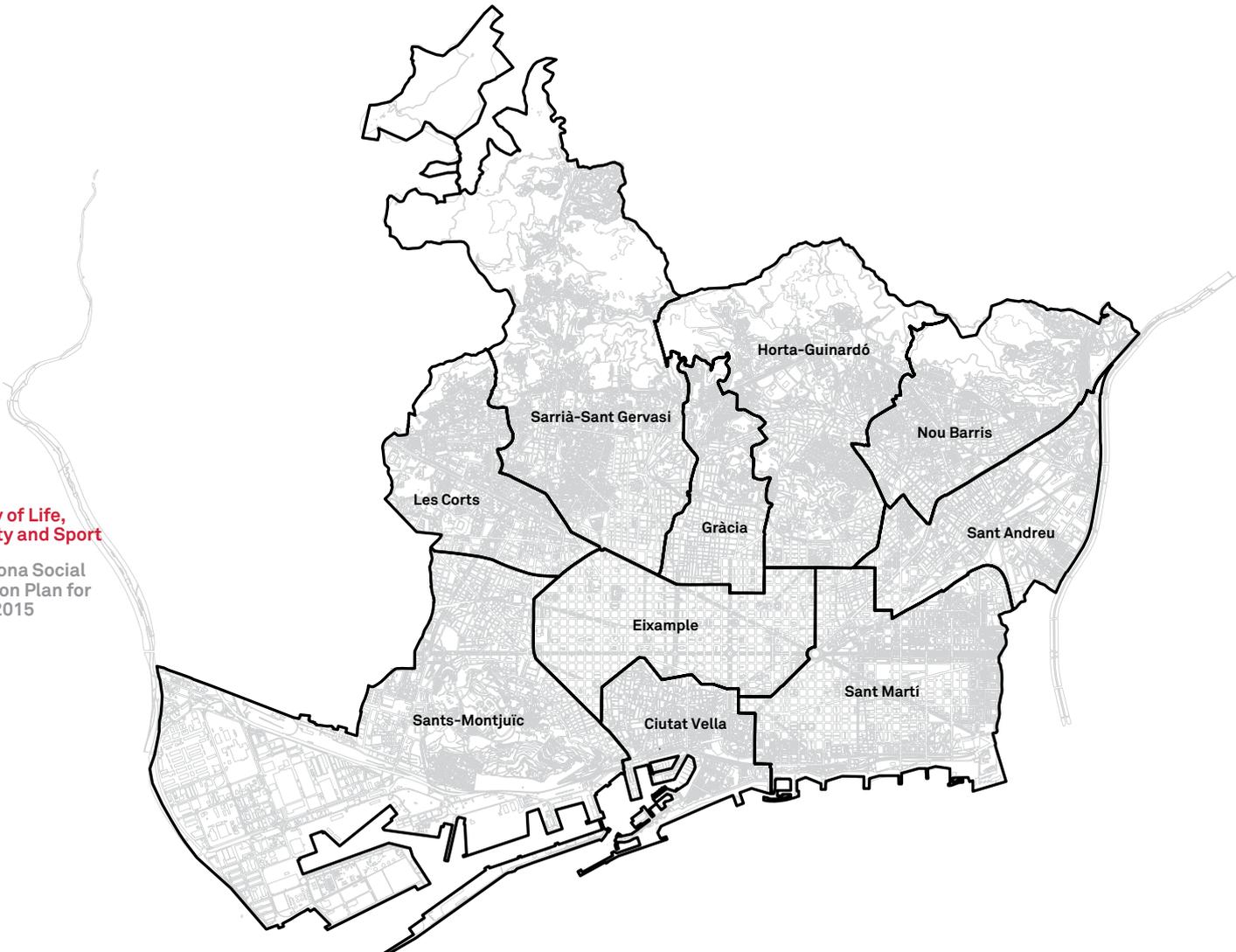
- 01 Les Corts-Sants family space and open centre
- 02 Sant Martí family space and open centre
- 03 Casc Antic Facility for the Care of Children and Adolescents
- 04 Raval Nord Facility for the Care of Children and Adolescents
- 05 Raval Sud Facility for the Care of Children and Adolescents
- 06 Gòtic and Barceloneta Facility for the Care of Children and Adolescents
- 07 Eixample Facility for the Care of Children and Adolescents
- 08 Central Barcelona Facility for the Care of Children and Adolescents
- 09 Sants-Montjuïc Facility for the Care of Children and Adolescents
- 10 Les Corts/Sarrià-Sant Gervasi Facility for the Care of Children and Adolescents
- 11 Gràcia Facility for the Care of Children and Adolescents
- 12 Horta-Guinardó Facility for the Care of Children and Adolescents
- 13 Nou Barris Facility for the Care of Children and Adolescents
- 14 Sant Andreu Facility for the Care of Children and Adolescents
- 15 Sant Martí Facility for the Care of Children and Adolescents

d.
Map of facilities for the care of the elderly

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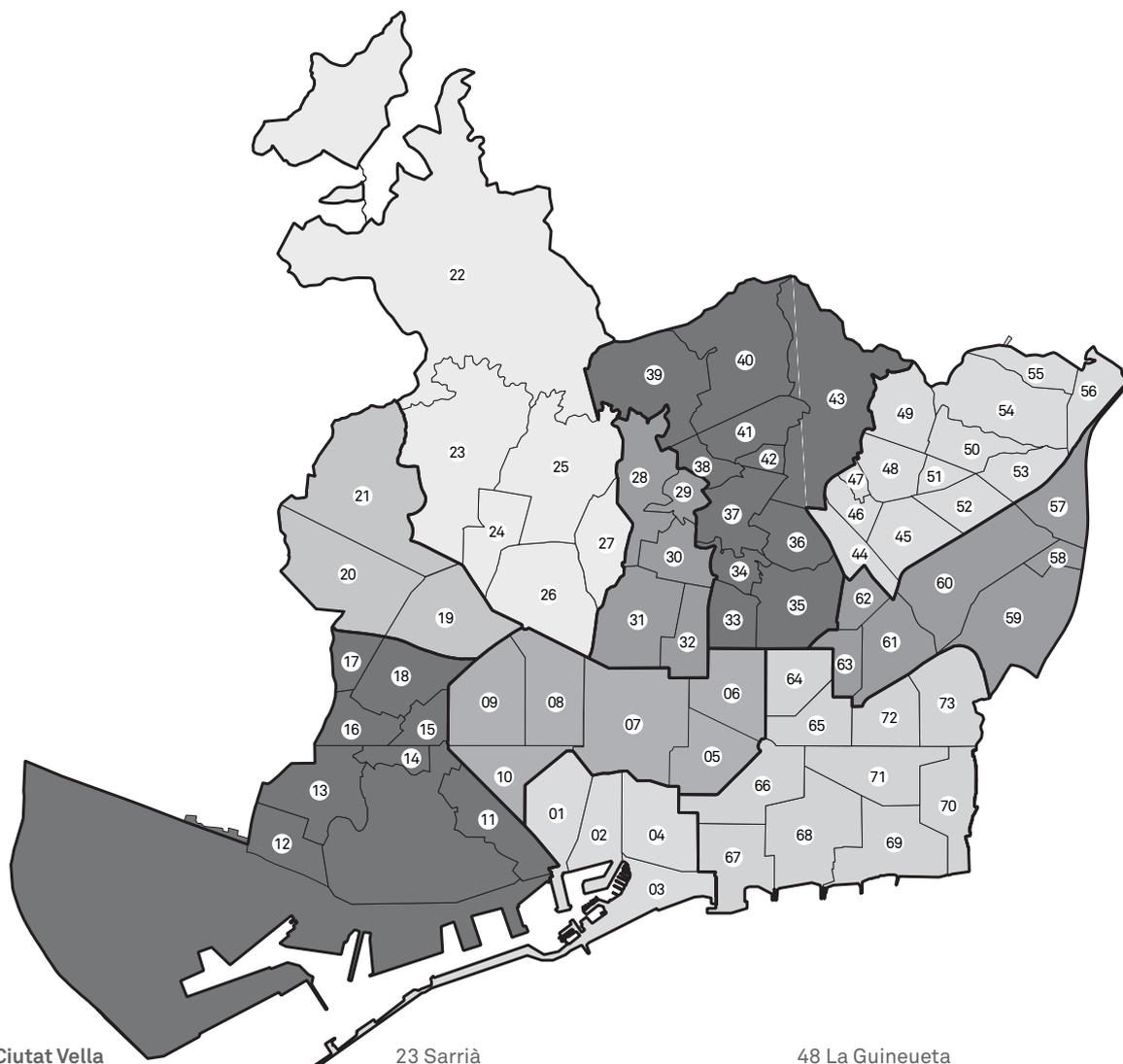
Facilities for the elderly

- Supervised housing (2)
- Day Centres (2)
- Serviced housing (20)
- Municipal retirement homes (4)

- 01 Barceloneta serviced housing
- 02 Santa Caterina serviced housing
- 03 Reina Amàlia I serviced housing
- 04 Reina Amàlia II serviced housing
- 05 Campo Sagrado serviced housing
- 06 Gran Via serviced housing
- 07 Bronze-Coure serviced housing
- 08 Montnegre serviced housing
- 09 Gràcia serviced housing
- 10 Marina serviced housing
- 11 Can Travi serviced housing
- 12 Via Favència I serviced housing
- 13 Via Favència II serviced housing
- 14 Via Favència III serviced housing

- 15 Urrutia serviced housing
- 16 Joan Torras serviced housing
- 17 Navas serviced housing
- 18 Concili de Trento I serviced housing
- 19 Concili de Trento II serviced housing
- 20 Camí Antic de València serviced housing
- 21 Francesc Layret nursing home
- 22 Fort Pienc day centre
- 23 Fort Pienc nursing home
- 24 Josep Miracle nursing home
- 25 Josep Miracle supervised housing
- 26 Parc del Guinardó nursing home
- 27 Pau Casals supervised housing
- 28 Casa Bloc day centre

e.
Map of districts and neighbourhoods of the city



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Ciutat Vella

- 01 el Raval
- 02 el Barri Gòtic
- 03 la Barceloneta
- 04 Sant Pere, Santa Caterina i la Ribera

l'Eixample

- 05 el Fort Pienc
- 06 la Sagrada Família
- 07 la Dreta de l'Eixample
- 08 l'Antiga Esquerra de l'Eixample
- 09 la Nova Esquerra de l'Eixample
- 10 Sant Antoni

Sants-Montjuïc

- 11 el Poble Sec
- 12 la Marina del Prat Vermell
- 13 la Marina de Port
- 14 la Font de la Guatlla
- 15 Hostafrancs
- 16 la Bordeta
- 17 Sants-Badal
- 18 Sants

Les Corts

- 19 les Corts
- 20 la Maternitat i Sant Ramon
- 21 Pedalbes

Sarrià-Sant Gervasi

- 22 Vallvidrera, el Tibidabo i les Planes

Gràcia

- 23 Sarrià
- 24 les Tres Torres
- 25 Sant Gervasi-La Bonanova
- 26 Sant Gervasi-Galvany
- 27 el Putxet i el Farró

Horta-Guinardó

- 28 Vallcarca
- 29 el Coll
- 30 la Salut
- 31 la Vila de Gràcia
- 31 el camp d'en Grassot i Gràcia Nova
- 32 el Baix Guinardó
- 33 Can Baró
- 34 el Guinardó
- 35 la Font d'en Fargues
- 36 el Carmel
- 37 la Teixonera
- 38 Sant Genís dels Agudells
- 39 Montbau
- 40 la Vall d'Hebron
- 41 la Clota
- 42 Horta
- 43

Nou Barris

- 44 Vilapiscina i la Torre Llobeta
- 45 Porta
- 46 el Turó de Peira
- 47 Can Peguera

Sant Andreu

- 48 La Guineueta
- 49 Canyelles
- 50 les Roquetes
- 51 Verdun
- 52 la Prosperitat
- 53 la Trinitat Nova
- 54 Torre Baró
- 55 Ciutat Meridiana
- 56 Vallbona
- 57 la Trinitat Vella
- 58 Baró de Viver
- 59 el Bon Pastor
- 60 Sant Andreu
- 61 la Sagrera
- 62 el Congrés i els Indians
- 63 Navas

Sant Martí

- 64 Camp de l'Arpa del Clot
- 65 el Clot
- 66 el Parc i la Llacuna del Poblenou
- 67 la Villa Olímpica del Poblenou
- 68 el Poblenou
- 69 Diagonal Mar i el Front Marítim del Poblenou
- 70 el Besós i el Maresme
- 71 Provençals del Poblenou
- 72 Sant Martí de Provençals
- 73 la Verneda i la Pau

4. GLOSSARY

Social capital: networks, knowledge and values determining how the members of a society interrelate.

Social cohesion: a society's ability to guarantee the welfare of all its members, reducing any inequalities and avoiding marginalisation.

Social exclusion: the process by which certain groups are pushed towards social marginalisation and are therefore unable to participate fully in society for reasons of poverty, low educational level or other factors in which they fail to obtain the sufficient level. This puts them at a disadvantage in terms of opportunities in employment, education and income as well as in community networks. They have limited access to the institutions of power and decision-making and minimal ability to influence government decisions and policy affecting them. (Combat Poverty Agency)

Active inclusion: process of inclusion that combines employment with an appropriate policy of guaranteed income and access to basic services of the required standard.

Social inclusion: ability of a society to ensure that vulnerable or marginalised groups have a meaningful participation in the decisions that affect their lives, allowing them to improve their living standards and well-being.

Gini index: Gini coefficient expressed as a percentage that measures income inequalities in the reference area. The Gini coefficient is a number between 0 and 1, where 0 expresses perfect wealth equality (everybody has the same income level) and 1 is perfect inequality (one person has all the income while the rest have none).

» S80/20 ratio: Gini coefficient that expresses the level of income inequality between the 20% of the population

with the highest income level and the 20% of the population with the lowest income level.

» S90/10: Gini coefficient that expresses the level of income inequality between the 10% of the population with the highest income level and the 10% of the population with the lowest income level.

Social insertion: the ability of a society to provide specific means of integration for groups or urban areas with particular vulnerability and marginalisation.

Social integration: the ability of a society to interact, connect with and accept each member of the community.

The four pillars of the welfare state: the welfare state is characterised by the implementation of a series of universal social policies. Political science defines four pillars of the welfare state: pensions, health, education and dependence.

Risk of poverty: proportion of households with incomes below 60% of the average income of the reference community.

Stakeholders: in social terms, the group of actors interested or involved in an issue and who require an optimal solution. In inclusion, this includes associations and NGOs working towards inclusion, different levels of government, families, organised civil society, business, etc.

Social transfers: transfers of public funds from one social group to another for their redistribution. The most significant social transfers in Spain are its pensions (old age, widows, disability), family support and unemployment benefit.

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Instituto Nacional de Estadística (INE, Spanish National Statistical Institute)

6. ORGANISATIONS AND INSTITUTIONS PARTICIPATING IN THE BARCELONA SOCIAL INCLUSION PLAN FOR 2012-2015

Networks of the Citizen Agreement for an Inclusive Barcelona participating in the Social Inclusion Plan for 2012-2015

1. Reception and Support Network for the Foreign Population of Barcelona
2. Care for the Homeless Network
3. Inclusion Housing Network
4. Social and Labour Market Integration Network
5. Network of Open Centres for the Care of Children and Adolescents
6. Culture for Social Inclusion Network
7. Children's Rights Network
8. Prevention and Coexistence Network
9. Family Carers Support Network



Organisations of the Citizen Agreement for an Inclusive Barcelona taking part in the Social Inclusion Plan for 2012-2015

As of March 2012, the Citizen Agreement is composed of 473 associations:

1. ACCEM
2. Acció contra la Violència Domèstica
3. ACELL, Federació Catalana d'esports per a disminuïts psíquics
4. Actua SCCL
5. Actua, Associació de Persones que Vivim amb VIH
6. Acupuntura per al món
7. Adoratrius - SICAR cat
8. Barcelona Public Health Agency
9. Barcelona Urban Ecology Agency
10. Agrupació d'Aules de Formació Permanent per a la gent gran de Catalunya
11. Agrupació Excursionista Catalunya
12. Agrupació Gent Gran Trinitat Vella
13. Barcelona City Council
14. Alzheimer Catalunya
15. Àmbit Prevenció
16. Amics de la gent gran
17. Apropem-nos
18. Area for Social Housing Policy
19. Asociación Conecta Migraciones
20. Asociación de Alternativas, Motivación y Acompañamiento
21. Asociación de Ayuda a la Mujer La Pizarra de Raimunda
22. Asociación de familiares Valldaura
23. Asociación de Jubilados de Hidroeléctrica de Catalunya
24. Asociación de orientación a las mujeres migrantes en Cataluña
25. Asociación de Prejubilados y Jubilados SEAT
26. Asociación de Uruguayos en Catalunya
27. Asociación jubilados y pensionistas Renfe en Cataluña
28. Asociación MATA
29. Asociación Social Yaya Luisa de Barcelona
30. ASPASIM
31. Assistència i gestió integral
32. Associació ATRA
33. Associació AUNAR
34. Associació Benestar i Desenvolupament
35. Associació Bona Voluntat en Acció
36. Associació Catalana "La Llar" de l'Afectat d'Esclerosi Múltiple
37. Associació catalana de brigadistes a Nicaragua- Sandino
38. Associació Catalana de Cecs i Disminuïts Visuals.
39. Associació Catalana de Familiars i Usuaris i Col·laboradors de Centres Geriàtrics Assistits
40. Associació Catalana de Gossos d'Assistència
41. Associació Catalana de Llevadores
42. Associació catalana de residents senegalesos
43. Associació Catalana de Solidaritat i Ajuda als Refugiats
44. Associació Catalana Nabiu
45. Associació Catalana pel síndrome de Fatiga Crònica
46. Associació Catalana per al Parkinson
47. Associació Catalana per la Integració d'Homosexuals, Bisexuals i Transsexuals Immigrants

48. Associació Catalana Síndrome X Fràgil
49. Associació Catalana Traumàtics Cranio-Encefàlics
50. Associació Cedre per a la promoció social
51. Associació CIC (Cultura-Informació-Cristianisme)
52. Associació Ciutadana Antisida de Catalunya
53. Associació cívica La Nau
54. Associació Coordinadora Ancianitat
55. Associació Cre-Art-Sants
56. Associació Cultura i Oci Tercera Edat
57. Associació Cultural Catalanopolonesa
58. Associació Cultural El Casalet
59. Associació Cultural Idara Minhaj ul Quran (Via de Paz)
60. Associació Cultural Recreativa Germanor de Jubilats i Pensionistes
61. Associació d'Amputats Sant Jordi
62. Associació d'afectats de retinosi Pigmentaria de Catalunya
63. Associació de Bipolars de Catalunya
64. Associació de botiguers i veïns Baix Carmel
65. Associació de Cardiopaties Congènites
66. Associació de comerciants i veïns del Carrer Cera
67. Associació de dones Elisenda Montcada
68. Associació de Dones no Estàndards
69. Associació de Dones Palas Atenea de Barcelona
70. Associació de Familiars de Malalts d'Alzheimer de Barcelona
71. Associació de Familiars i Amics de Nens Oncològics de Catalunya
72. Associació de Famílies Lesbianes i Gais
73. Associació de Gent Gran Jubilats del Barcelonès
74. Associació de joves estudiants de Catalunya
75. Associació de la Paràlisi Cerebral
76. Associació de Malalties Neuromusculars
77. Associació de mares i pares d'alumnes de l'escola Pau Casals de Gràcia
78. Associació de Mentors i Emprenedors
79. Associació de Paràlisi Cerebral Camí
80. Associació de pares i mares de nens/es amb dificultats especials
81. Associació de Pensionistes i Jubilats La Sedeta
82. Associació de serveis personalitzats d'atenció a la infància i les famílies
83. Associació de suport a organitzacions xilenes
84. Associació de treballadors marroquins de Catalunya
85. Associació de Veïns del Barri de Navas
86. Associació de Veïns i Comerciants La Taula del Raval
87. Associació de Veïns i Veïnes de Can Baró
88. Associació de Veïns i veïnes de Coll- Vallcarca
89. Associació de Veïns i Veïnes de La Sagrera
90. Associació de Veïns i Veïnes de l'Esquerra de l'Eixample
91. Associació de veïns i veïnes del Racó de Les Corts
92. Associació de veïns pel Benestar Ciutadà
93. Associació d'ecologistes de Barcelona
94. Associació del Casal de la Gent Gran de la Verneda Alta
95. Associació d'enginyers industrials de Catalunya
96. Associació d'Iniciatives Solidàries
97. Associació Diomira
98. Associació Dit i Fet

99. Associació d'usuaris de bancs, caixes i assegurances de Catalunya
100. Associació Educativa Integral del Raval
101. Associació en defensa de la gent gran
102. Associació Esclat
103. Associació Esplai L'Esquitx
104. Associació Exil
105. Associació GABELLA
106. Associació gent gran Bon Pastor
107. Associació Grup d'Amics Gais
108. Associació in via
109. Associació independent de Dones de Barcelona
110. Associació Institut GENUS
111. Associació Institut promoció de la cultura catalana
112. Associació Intersectorial de Recuperadors i Empreses Socials de Catalunya
113. Associació Joia
114. Associació Lligam
115. Associació Maloka-Colombia
116. Associació nacional per a problemes del creixement Crecer
117. Associació Noves Amistats
118. Associació Observatori del Tercer Sector i de la societat civil
119. Associació per a joves TEB
120. Associació per a la Creació d'Estudis i Projectes Socials
121. Associació per a la Mediació Intercultural i Social amb Immigrants
122. Associació per a la Promoció d'Iniciatives Socials i Econòmiques
123. Associació per a la Promoció i la Reinserció Social
124. Associació per a la Rehabilitació de les Persones amb Malaltia Mental
125. Associació per a l'Estudi i la Promoció del Benestar Social
126. Associació per residències viudes de metges
127. Associació Prevenció Violència de Gènere
128. Associació Professional per a la Promoció de la Cultura Social
129. Associació Prohabitatge 130. Associació Promotora del Treball Social
131. Associació Punt de Referència 132. Associació Quetzal
133. Associació Rauxa
134. Associació Salut i Família
135. Associació Sociocultural Ibn Batuta
136. Associació sociocultural La Formiga
137. Associació Talentia
138. Associació Universitària Sin Vergüenza
139. Associació Voluntaris 2000
140. Associació Wafae
141. Associació Xarxa Renda Bàsica
142. Associació: ACR Les Flors de Maig
143. Atenció i Investigació en Socioaddiccions
144. Atlàntida, Professionals per la Interculturalitat
145. Court of Appeal of the Province of Barcelona
146. Aula Oberta a Sants
147. Aules d'extensió universitària per a la gent gran de Barcelona
148. Port Authority of Barcelona
149. Associació de Veïns Sant Martí de Provençals
150. Aves-Grup de Dol
151. Banda i Majorets Triangle de Sants

152. Barcelona Activa SPM SAU
153. Barcelona Camina
154. BarcelonActua
155. Benito Menni, Complex Assistencial de Salut Mental
156. Bido de Nou barris (Ateneu Popular 9barris)
157. Cámara de Comercio del Perú en Europa
158. Cambra de la Propietat Urbana de Barcelona
159. Càritas Diocesana de Barcelona
160. Casal argentí a Barcelona
161. Casal d'Avis Montmany
162. Casal de Gent Gran Siracusa
163. Casal dels Infants per a l'acció social als barris
164. Casal Gent Gran Joan Casanelles
165. Casal Gent Gran La Palmera
166. Casal Lambda
167. CEIP Montseny
168. Cejac, Formació Promoció Inserció
169. Centre Cruïlla. Projecte Èxit
170. Centre cultural de formació i ocupació professional Sant Martí
171. Centre Cultural Tomàs Tortajada
172. Centre d'acollida Assis
173. Centre de cultura popular Montserrat
174. Centre de Normalització Lingüística de Barcelona
175. Centre de Reinserció social Recollim
176. Centre d'Estudis Naturistes
177. Centre d'estudis sobre Promoció de la Salut
178. Centre d'Intervenció psicològica, Anàlisi i Integració Social
179. Centre excursionista de Catalunya
180. Centre Juvenil Martí Codolar
181. Centre Obert Don Bosco
182. Centre Obert Heura
183. Centre Obert Joan Salvador Gavina
184. Centre Obert Sant Bernat
185. Centre Ocupacional Grans Disminuïts Ciutat Vella S.C.C.L
186. Centre Passatge - Fundació Privada Viarany
187. Centre recreatiu i cultural de sords
188. Centre UNESCO de Catalunya
189. CEPAIM-ACISI
190. CÍVIC
191. CLECE, S.A.
192. Club d'Avis Les Saleses
193. Club de petanca El 8 de Mayo
194. Club Esportiu Esbonat i Amistat de Barcelona
195. Club Excursionista de Gràcia 196. Club Petanca Plaça Gaudi
197. College of Property Agents of Barcelona - Lleida
198. College of Architects of Catalonia, Barcelona area
199. College of Educationalists of Catalonia
200. College of Political Scientists and Sociologists of Catalonia
201. College of Educators and Social Educators of Catalonia
202. Official College of Pharmacists of the Province of Barcelona
203. Official College of Psychologists of Barcelona

204. Official College of Social Work of Catalonia
205. Official College of Nursing of Barcelona
206. Paideia secondary school
207. Comissió Catalana d'Ajuda al Refugiat
208. Comissions Obreres
209. Companyia de les Filles de la Caritat de Sant Vicenç de Paül
210. Comunitat de Sant Egidio
211. Confederació de Cooperatives de Catalunya
212. Congregació Serventes de la Passió
213. Council of Associations of Barcelona
214. Women's Council
215. Barcelona Council of Trade, Services and Tourism
216. Youth Council of Barcelona
217. Barcelona Social and Economic Council
218. Barcelona Municipal Roma Council
219. Spanish Council of Women
220. Consorci de la Zona Franca de Barcelona
221. Consorci de l'Auditori i l'Orquestra
222. Contes pel món
223. Coordinadora Anem per feina
224. Coordinadora d'Usuaris de la Sanitat: Salut, Consum i Alimentació
225. Coordinadora d'Associacions de Casals Municipals
226. Coordinadora de les Vocalies de Jubilats i Pensionistes de les AV de Barcelona
227. Coordinadora de tallers per a persones amb discapacitat psíquica de Catalunya
228. Coordinadora d'entitats d'Horta
229. Coordinadora Gai-Lesbiana de Catalunya
230. Coordinadora Nacional de Jubilats i Pensionistes de Catalunya
231. Barcelona Red Cross
232. Cultura a la Carta
233. Justice Department of the Government of Catalonia
234. Department of Applied Pedagogy
235. Department of Enterprise and Employment of the Government of Catalonia
236. Sociology Department, Universitat Autònoma de Barcelona
237. Provincial Council of Barcelona. Welfare Area
238. Directorate General for Prison Services
239. Dones Mundi
240. Dones per a la Cultura
241. Drac Màgic (Cooperativa Promotora de Mitjans Audiovisuais)
242. Ecoconcern innovació social
243. ED, Associació Educativa Sociolaboral
244. El Galliner
245. El Lloc de la Dona - Germanes Oblates
246. EMA Layret
247. Ensenyament Universitari de Treball Social. Pedagogy Faculty of the UB
248. Entitats Catalanes d'Acció Social
249. EQMON, Associació pel Quart Món
250. Equipament per a gent gran Pau Casals
251. Escola Fasia Eixample
252. Espai d'Inclusió i Formació Casc Antic
253. Espai Familiar Erasme Janer -Raval
254. Espais per la igualtat

255. Estudis de Periodisme de la Universitat Pompeu Fabra
256. EURECY S.L.
257. Media Science Faculty, Blanquerna
258. Media Science Faculty, Universitat Autònoma de Barcelona
259. Social and Political Science Faculty, Universitat Autònoma de Barcelona
260. Psychology Faculty, Universitat Autònoma de Barcelona
261. Família i Benestar Social
262. Federació Catalana d'Associacions Familiars de Malalts Mentals
263. Federació Catalana de Drogodependències
264. Federació Catalana de la Unió Democràtica de Pensionistes Jubilats
265. Federació Catalana de Transports de Barcelona
266. Federació Catalana de Voluntariat Social
267. Federació Catalana Pro Persones amb Retard Mental
268. Federació d'Associacions, Entitats i Comissions d'Hostafrancs
269. Federació d'Associacions Catalanes de Pares i Persones Sordes
270. Federació d'Associacions de Gent Gran de Catalunya
271. Federació d'Associacions de Mares i Pares d'Alumnes de Catalunya
272. Federació d'associacions de pares i mares d'alumnes d'ensenyament secundari de Catalunya
273. Federació d'Associacions de Veïns i Veïnes de Barcelona
274. Federació d'Associacions Gitanes de Catalunya
275. Federació de Centres Especials de treball de Catalunya
276. Federació de Dones de Catalunya per la Igualtat
277. Federació d'Empreses d'Inserció
278. Federació d'Entitats d'Atenció i d'Educació a la Infància i l'Adolescència
279. Federació d'Organitzacions Catalanes de Gent Gran, Dones i Família
280. Federació ECOM Barcelona
281. Federació esportiva catalana de paralítics cerebrals
282. Federación de Asociaciones Americanas en Catalunya
283. Femarec SCCL
284. Fem-ho construccions
285. Finestra Oberta
286. Foment del Treball Nacional
287. Foment Martinenc
288. Fòrum per a la Defensa de la Tercera Edat
289. Front de solidaritat amb els disminuïts físics
290. Fundació Acció Solidària contra l'Atur
291. Fundació ADSIS
292. Fundació Anne
293. Fundació Arrels
294. Fundació Artesà per la Integració sociolaboral
295. Fundació Banc dels Aliments
296. Fundació Bayt al- Thaqa
297. Fundació Can Ensenya
298. Fundació Casc Antic
299. Fundació Catalana de la Síndrome de Down
300. Fundació Catalana de l'Esplai
301. Fundació CIDOB
302. Fundació Comtal
303. Fundació Concepció Juvanteny
304. Fundació Congrés Català de Salut Mental
305. Fundació Desenvolupament Comunitari

306. Fundació d'Oncologia Infantil Enriqueta Villavecchia
307. Fundació Els Tres Turons
308. Fundació Èxit
309. Fundació FADED
310. Fundació FICAT
311. Fundació Formació i Treball
312. Fundació Futur
313. Fundació Ginesta
314. Fundació Gresol Projecte Home
315. Fundació Hospital Sant Pere Claver
316. Fundació Innovació per l'Acció Social
317. Fundació La Caixa
318. Fundació Lluís Artigues
319. Fundació Ludàlia
320. Fundació Maria Raventós
321. Fundació Mies van der Rohe
322. Fundació Migra Studium
323. Fundació Món-3
324. Fundació Orfeó Gracienc
325. Fundació Pare Manel
326. Fundació Pere Tarrés
327. Fundació Pia Autònoma Agrupació Cultural i Social
328. Fundació Prahú
329. Fundació privada Agència i mediació comercial
330. Fundació Privada Ared (Fundació per a la Reinserció de Dones)
331. Fundació Privada Avismón-Catalunya
332. Fundació Privada Benallar
333. Fundació Privada Catalana per a la Paràlisi Cerebral
334. Fundació Privada Centre Educatiu i de Lleure
335. Fundació Privada Claperós
336. Fundació Privada d'Ajuda i Investigació del Trastorn límit de la Personalitat
337. Fundació privada d'Ajuda Oncològica
338. Fundació Privada Engrunes
339. Fundació Privada Escó
340. Fundació Privada Hospitalitat de Lourdes
341. Fundació Privada Jubert Figueras
342. Fundació Privada Llars Compartides
343. Fundació Privada Mambré
344. Fundació Privada Mensalus
345. Fundació Privada OMNES
346. Fundació Privada Pere Closa
347. Fundació Privada Servei Solidari per la Inclusió Social
348. Fundació Privada Síndrome de Tourette
349. Fundació Privada Taller de Músics
350. Fundació Privada Trinijove
351. Fundació Privada Tutelar ACIDH
352. Fundació Privada Uszheimer
353. Fundació Projecte AURA
354. Fundació Quatre Vents
355. Fundació Salut i Comunitat
356. Fundació Secretariado Gitano

357. Fundació tallers de Catalunya
358. Fundació Tot Raval
359. Fundació Viure i Conviure
360. Fundación Privada Altarriba. Amigos de los Animales
361. Fundación San Lázaro
362. GEDI, Centre de joves de Sant Martí
363. General Fast Service Company SA
364. Grup Àgata, Associació Catalana de Dones amb Càncer de Mama
365. Grup Cívic de Sant Andreu
366. Grup de dones de la Vocalia Dona. Associació de Veïns Coll-Vallcarca
367. Grup de Reinserció i Inserció Social
368. Grup d'Educadors per a la Integració de Persones en Perill d'Exclusió Social
369. Grup EULEN, S.A.
370. Grup IGIA
371. Grup jove de gais i lesbianes
372. Grup Mou-te Les Corts
373. Hermanas Oblatas del Santísimo Redentor
374. IFTEM Almacenatica
375. Impacta Teatre
376. Impulsem, SCCL
377. Infosoc S.L.
378. Insercoop
379. Institut Borja de Bioètica
380. Catalan Institute for Studies on Violence
381. Institute of Social and Political Science
382. Institute of Governance and Public Policy
383. Institute of Social Reinsertion
384. Institute of Applied Sociology and Psychology
385. Institute of Social Work and Social Services
386. Institut GENUS, S.L
387. Institut Guttmann
388. Municipal Institute for People with Disabilities
389. Institute of Social and Health Promotion
390. Joves de la Unió Sindical Obrera de Catalunya
391. Justícia i Pau
392. La Comunitat amb les Dones i les Famílies
393. La Gemegé Creativitat Vertical SL
394. La tercera edat per al tercer món
395. L'Hora de Déu
396. Llar de Pau
397. Llar Mossèn Lluís Vidal
398. Lluïsos de Gràcia
399. Mango Punto Fa, S.L.
400. Metges Sense Fronteres
401. Miaportacion
402. Migracom
403. Moviment Coral Català
404. Barcelona History Museum. Monastery of Pedralbes
405. Picasso Museum of Barcelona
406. Nexe Fundació Privada
407. Nova Acròpolis. Associació de Voluntariat

408. Objectiu Inclusió
409. Obra Misionera Ekumene. Centro Social Domingo Solà
410. Obra Social Catalunya Caixa
411. Obra Social Sant Martí
412. Obra Social Santa Llúcia de Marillac
413. Observatori de drets humans DESC
414. Observatori Europeu de la TV Infantil
415. Parish of Sant Miquel del Port
416. Parish of Sant Bernat (Centre Cruïlla)
417. Patronat d'homenatge a la Vellesa del Carmel
418. Per l'altre cor cremat de Barcelona
419. PIMEC
420. Plan España - Catalunya
421. Plataforma ciutadana per una empresa inclusiva a Catalunya
422. Poble-Sec per a tothom (Coordinadora d'Entitats del Poble-sec)
423. Projecte Sostre
424. Projectes i Gestió de Serveis Socials, SL
425. Women's Information and Support Centre, Nou Barris
426. Ravalnet, associació ciutadana
427. Ravaltext, Empresa d'Inserció Laboral
428. REPRIS
429. Repsol YPF
430. Residència Marvi Park
431. Rotary Club Barcelona Alba
432. Sant Joan de Déu Serveis Socials
433. Secretariat d'Entitats de Sants, Hostafrancs i la Bordeta
434. Seminari Interdisciplinari d'Estudis de Gènere
435. Community Rehabilitation Service
436. Servei Solidari i Missioner
437. Sida Studi
438. Societat General d'Aigües de Barcelona
439. Som - Fundació Catalana Tutelar Aspanias
440. Sonrisas de Bombay
441. SOS Racisme Catalunya
442. Suara Cooperativa
443. Surt, Fundació de Dones, Fundació Privada
444. Taller El Xop, SCCL
445. Taller escola Barcelona, SCCL.
446. Tallers Blancs
447. Tamettut, Associació de dones amazigues per la cultura i el desenvolupament
448. Taula de joves del districte de Sant Andreu
449. Taula d'entitats del Tercer Sector Social de Catalunya
450. Taula per la Infància i l'Adolescència a Catalunya
451. Técnicas para la Iniciativa
452. Telèfon de l'Esperança de Barcelona
453. Tuti Serveis Pedagògics
454. UNICEF Comitè Catalunya
455. Unió de Pensionistes Jubilats i Prejubilats
456. Unió d'entitats de La Marina
457. Unió General de Treballadors de Catalunya
458. Unió Gitana de Gràcia

- 459. Unió Romani
- 460. Unió sindical obrera de Catalunya
- 461. Universitat Autònoma de Barcelona
- 462. Universitat de Barcelona, Social Council
- 463. Universitat de Barcelona. Education Department
- 464. Universitat Politècnica de Catalunya Barcelona Tech
- 465. Universitat Ramon Llull
- 466. Ventijol, Associació per la Salut Familiar i Comunitària
- 467. Vocalia de Discapacitats del Barri de Porta
- 468. Voluntaris en assessoria empresarial
- 469. Xarxa 9 Barris Acull
- 470. Xarxa Comunitària de Sant Antoni
- 471. Xarxa de Dones de 50 i Més
- 472. Parròquia de Sant Cebrià
- 473. Associació per al desenvolupament cultural, ambiental i humà.

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**Quality of Life,
Equality and Sport**

Plan for Social
Inclusion of Barcelona
2012-2015

Working groups of the Municipal Social Welfare Council taking part in the Social Inclusion Plan for 2012-2015

- 1. Community Action
- 2. Women
- 3. Drug addiction
- 4. Families
- 5. Senior citizens
- 6. Children
- 7. Poverty
- 8. Health

Organisations and institutions of the Municipal Social Welfare Council taking part in the Social Inclusion Plan for 2012-2015 (December 2011)

1. ACAP, Associació catalana per al Parkinson
2. Acció Contra la Violència Domèstica
3. Acció Solidaria Contra l'Atur
4. ACEI, Associació catalana d'empreses d'inserció
5. Associació de Familiars i Amics de Nens Oncològics de Catalunya
6. Barcelona Public Health Agency
7. Amics de la Gent Gran
8. Archbishopric of Barcelona
9. Arrels Fundació
10. Asociación de Pacientes Dependientes a Opiáceos
11. Associació "in via"
12. Associació Benestar i Desenvolupament
13. Associació Bona Voluntat en Acció
14. Associació Catalana de Familiars, Usuaris i Col.laboradors de Centres Geriàtrics Assistits
15. Associació Catalana de Malalts Epilèptics
16. Associació Catalana de Recursos Assistencials, ACRA
17. Associació Catalana de Traumàtics Cranio-Encefàlics i Dany Cerebral
18. Associació de dones per a la reinserció laboral/SURT
19. Associació de Familiars d'Alzheimer de Barcelona, AFAB
20. Associació de Famílies Acolloïdores de Barcelona
21. Associació de Famílies Lesbianes i Gays
22. Associació de Famílies Nombroses de Catalunya, FANOC
23. Associació Nou Horitzó
24. Associació de Mentors i Emprenedors/Fundació Empren
25. Associació Fons de Coneixement i Experiència
26. Associació per a les Nacions Unides a Espanya
27. Associació de Veïns i Veïnes de Porta
28. Associació Quetzal
29. Court of Appeal of the Province of Barcelona
30. Avalot - Joves de UGT de Catalunya
31. Barcelona Activa
32. Belluga't
33. Ca La Dona
34. Casa Eslava
35. Càritas Diocesana de Barcelona
36. CCOO del Barcelonès
37. Centre d'Anàlisi i Programes Sanitaris- ACAPS
38. Centre d'Art Social Comunitari
39. Centre d'Estudis sobre Promoció de la Salut
40. Centre Jove d'Anticoncepció i Sexualitat
41. Centre Obert Joan Salvador Gavina
42. CEPS, Associació per a la creació d'estudis i projectes socials
43. CIVIC, Iniciatives Socials i Ocupació
44. Official College of Psychologists of Barcelona
45. Bar Association of Barcelona
46. College of Architects of Catalonia
47. College of Pharmacists of Barcelona
48. College of Educationalists of Catalonia
49. College of Journalists of Catalonia
50. College of Political Scientists and Sociologists of Catalonia
51. College of Economists of Catalonia

52. College of Educators and Social Educators of Catalonia
53. Official College of Social Workers of Catalonia
54. Official College of Physicians of Barcelona
55. Official College of Industrial Engineers of Catalonia
56. Official College of Nursing of Barcelona
57. Companyia de les Filles de la Caritat de Sant Vicenç de Paül
58. CONEX
59. Confederació de Cooperatives de Catalunya
60. Women's Council, Sarrià-Sant Gervasi District
61. Barcelona Council of Trade, Services and Tourism
62. Youth Council of Barcelona
63. Health Council, Horta Guinardó district
64. Health Council, Nou Barris district
65. Health Council, Sant Martí district
66. Barcelona Social and Economic Council
67. Barcelona Municipal Women's Council
68. Municipal Immigration Council. Barcelona City Council
69. Social Council, Universitat Pompeu Fabra
70. Social Council, Universitat Autònoma de Barcelona
71. Social Council, Universitat Politècnica de Catalunya
72. Institute of Childhood and Urban Environment Consortium (CIIMU)
73. Barcelona Social Services Consortium
74. Cooperativa ETCS (Estratègies de Transformació Comunitària Sostenible)
75. Coordinadora d'Usuaris de la Sanitat
76. Coordinadora Entitats del Poble Sec
77. Barcelona Red Cross
78. Defensem l'Acció Comunitària
79. Espais per la igualtat
80. Federació d'Associacions de Veïns/es de Barcelona
81. Federació Catalana d'Associacions Familiars Malalts Mentals
82. Federació Catalana de Drogodependències
83. Federació Catalana de Famílies Monoparentals
84. Federació Catalana de la Unió Democràtica de Pensionistes
85. Federació Catalana de Locals d'Oci Nocturn
86. Federació Catalana de Voluntariat Social
87. Federació d'Associacions de Mares i Pares d'Alumnes de Catalunya
88. Federació de Pensionistes Jubilats de CCOO de Catalunya
89. Federació d'Entitats d'Assistència a la Tercera Edat
90. Federació d'Entitats d'Atenció i Educació a la Infància i l'Adolescència
91. Federació d'Organitzacions Catalanes Gent Gran
92. Foment del Treball Nacional
93. Foro por la defensa de la tercera edad (Foro Defensa tercera edad)
94. Fundació Àmbit Prevenció
95. Fundació "La Caixa"
96. Fundació Catalana de l'Esplai
97. Fundació Catalana Síndrome de Down
98. Fundació Congrés Català de Salut Mental
99. Fundació d'Oncologia Infantil Enriqueta Villavecchia
100. Fundació Engrunes
101. Fundació Família i Benestar Social (fundació privada), FIBS
102. Fundació Formació i treball, FIT

103. Fundació Igenus
104. Fundació Institut Genus
105. Fundació Institut per a la promoció social i de la Salut (IPSS)
106. Fundació Maria Aurèlia Campmany
107. Fundació Pere Tarrés
108. Fundació Promocions
109. Fundació Privada Escó
110. Fundació Privada Lliga Catalana d'Ajuda Oncològica
111. Fundació Privada Mensalus
112. Fundació Privada Trinijove
113. Fundació Propedagògic
114. Fundació Salut i Comunitat
115. Fundació Save The Children
116. Fundación Secretariado Gitano
117. Gais Positius - L'Associació de i per a Gais Seropositius
118. Government of Catalonia, Justice Department.
119. Government of Catalonia. Barcelona Metropolitan Policing Area (Mossos d'Esquadra)
120. Grup Ajuda Mútua per a Alcohòlics Rehabilitats
121. Grup Estudis Vellesa (GEV), Universitat Autònoma de Barcelona
122. Grup IGIA
123. Grup Persona
124. Guardia Urbana de Barcelona (Barcelona metropolitan police force)
125. Municipal Education Institute
126. Institute of Social Reinsertion (IRES), Barcelona
127. Institute of Social Work and Social Services (INTRESS)
128. Institute of Social and Health Promotion (IPSS)
129. Justícia i Pau
130. La Casa Amarilla
131. Obra Social Fundació Catalunya Caixa
132. ONCE, Catalonia Delegation
133. Per l'altre cor cremat de Barcelona
134. Community Plan of Poble Sec
135. Community Plan of Verdum
136. Projecte Home
137. Catalan Employment Service
138. Ombudsman of Barcelona
139. Suara Cooperativa
140. Taula d'entitats del tercer sector social de Catalunya
141. Court of Justice of Catalonia
142. UGT, Unió General de Treballadors de Catalunya
143. UNICEF. Comité de Catalunya
144. Unió de jubilats i pensionistes de la UGT
145. Universitat a l'Abast - Universitat Autònoma de Barcelona
146. Universitat de Barcelona. Social Psychology Department
147. Universitat de Barcelona. Department of Sociology and Organisational Analysis
148. Xarxa Comunitària de Sant Antoni
149. Xarxa d'Entitats Artibarrí

7. COUNCIL STAFF INVOLVED IN THE DRAFTING OF THE BARCELONA SOCIAL INCLUSION PLAN FOR 2012-2015

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**Quality of Life,
Equality and Sport**

Plan for Social
Inclusion of Barcelona
2012-2015

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Pla d'Inclusió Social 2012-2015